January 9, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

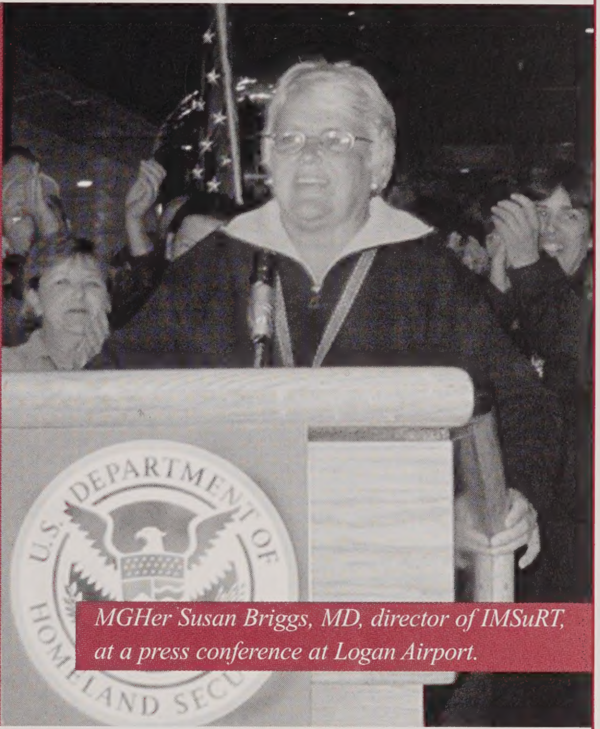
A warm welcome despite cold weather

The 58-members of the International Medical and Surgical Response Team (IMSuRT) returned to a warm and friendly welcome despite the cold temperature at Logan Airport Jan. 7. The team had spent 10 days in Bam, Iran, helping victims of a devastating earthquake that hit the area Dec. 26. Members of MGH Patient Care Services, along with friends and family members, were on hand to give the team a hero's welcome home.

The team of medical professionals, which included 24 MGHers, was deployed by the U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) Dec. 27 to bring their medical expertise – as well as a portable, deployable hospital and specialized medical equipment – to aid the estimated 20,000 people injured. The earthquake measured 6.6 on the Richter scale and killed approximately 30,000 people.

"This is an incredible group of people," says Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse. "They are so dedicated to their work and were committed to helping the people of Iran under extraordinary circumstances. The MGH community

(Continued on Page 3)



MGHer Susan Briggs, MD, director of IMSuRT, at a press conference at Logan Airport.

Diaz's memory honored at awards ceremony

Family, colleagues and friends – many from MGH Buildings and Grounds and Environmental Services – packed the O'Keeffe Auditorium Jan. 6 for the first annual Ricardo Diaz Memorial Award ceremony. The award presentation was in honor of Diaz, a Buildings and Grounds employee who lost his life last February while clearing snow from the sidewalks of the hospital during a blizzard. "Diaz was a dedicated, hardworking, selfless employee," said Jean Elrick, MD, senior vice president of Administration. "We want to keep his memory alive here at the MGH, and we want him to remain the example for others to aspire to."

Elrick with Niles

Emerson Niles, a HVAC mechanic for Buildings and Grounds, received the award from David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization. "Emerson Niles stays with a job until it's finished and has always demonstrated a cooperative attitude toward his co-workers and toward those he is trying to help," said Greg Doyle, director of Buildings and Grounds, reading an excerpt from Niles' nomination letter.

The award committee – which consisted of employees representing Administration, Buildings and Grounds, Environmental Services and Human Resources – received more than 35 nomination letters, many for the same individuals. In total, 16 men and women were nominated by other employees who felt they represented the same qualities and work ethic that Diaz demonstrated. The other nominees were: Venancio Arroyo, Leonie Cantave, Diana Gutierrez, Tony Hawkins, Emeline Isaacs, Morris Kelley, Edward King, Fanny Lopez, John Mendalka, Guy Mont-Louis, Hoyt Norris, Petronila Rodriguez, Nery Ortiz, Greg Stein and Sylvia Wilson.

Also participating in the ceremony were Peter L. Slavin, MD, president of the MGH, and Bill Banchiere, director of MGH Environmental Services, who translated the remarks into Spanish. ●

Partners Telemedicine makes a difference in Cambodia

Partners HealthCare and the MGH have long been committed to helping not only local patients with illnesses and injuries, but also the greater community and beyond. It is the "beyond" that has become a most significant commitment for the Partners Telemedicine program, which initiated a pilot program in 2001 called Operation Village Health.

This program has provided Partners Telemedicine the opportunity to test the benefits of remote medical consultations using Internet technology in some of the most depressed and deprived areas of the world. The program has reached out to remote regions with minimal access to health care, such as Rovieng and Ratanakiri in Cambodia.

In November, Joseph Kvedar, MD, founder and director of Partners Telemedicine, took a small group of MGH and Partners clinicians to Cambodia on a fact-finding tour to see how the pilot program affected people who truly are in need.

"It was an incredible trip," says Kvedar. "It gave us an opportunity to witness firsthand the legacy of MGH physician Dr. Tom Durant, who committed his life to helping underserved nations like Cambodia."

The pilot program sent a traveling nurse on a six-hour journey to the remote village of Rovieng, where residents live in thatched-roof houses, and there is no running water or electricity. On monthly visits to the health center – which serves 4,000 people – the nurse triages patients, collects information and performs tests. The village health center has minimal capabilities – only three inpatient beds, two exam rooms, a family planning room, a sparsely-stocked pharmacy, and only one clinician who is a trained pharmacist.

The nurse relays the medical information through a portable solar powered Internet service to doctors at the Sihanouk Hospital Center of HOPE, the closest hospital. The information also is sent to specialists at the MGH and BWH who offer medical advice.

According to Kvedar, the pilot program has had a significant impact on the villagers so far. Many of the patients who come to the health center have chronic illnesses that require follow-up visits and medications that villagers were not getting before the program. Now patients with illnesses such as diabetes or hypertension can have access to the appropriate care. "It really is inspiring to see how well these patients are doing now," says Kvedar.

The program also is training some local Cambodians to provide basic medical care to patients with minor problems. "This keeps the health care local and can prevent patients with minor illnesses from having to travel two hours to the local hospital," says Kvedar.

Since February 2003, Partners Telemedicine has expanded the pilot program to include a partnership with the Ratanakiri Hospital, a free-care hospital run by Cambodians. The hospital has more resources than the Rovieng health center, including more sanitary conditions, a staff of trained clinicians and a more efficient medical system. Operation Village Health offers additional training for the clinicians using telemedicine links as well as textbooks and other materials.

Kvedar examines a patient

Kvedar with a young Cambodian patient

"This is a great example of how Partners Telemedicine can help remote areas of the world that don't have access to adequate medical care," says Kvedar. "All of the Partners clinicians who have participated in this pilot program have been very committed to it, providing their expertise for free. They all want to give back in some way."

In the next few years, Partners Telem[illegible]e hopes to expand the program to offer more services to other villages in Cambodia. ●

From hoops to heroes: Celtics recognize MGHer

At each Boston Celtic's home game, the basketball team honors an individual who has made exceptional and lasting contributions to his or her community with a special recognition called the "Heroes Among Us" award.

At half-time during the Jan. 7 Celtics versus Orlando Magic game, Atala Esquilin, a patient navigator for the Avon-MGH Breast Care Program at the MGH Chelsea HealthCare Center, received the award as she was cheered on by the enthusiastic fans.

The announcer described Esquilin as "the cornerstone of a premier program that provides support for the largely Latina community, ensuring that hundreds of patients have received the necessary tests, counseling and support services that they need for their health. Through her compassion and perseverance, Atala has assisted many of these patients in accessing care so their cancer was caught early enough to be successfully treated."

More than 275 people have been honored with this award since the program's inception in 1997. Previous awardees have included Cam Neely, formerly of the Boston Bruins; Doug Flutie, formerly of the New England Patriots; as well as Robert Merton, a Nobel Prize winner in Economic Sciences; and Zachary Jewett, an 8-year-old who saved the life of a drowning boy.

Esquilin

—A warm welcome

(Continued from Page 1)

is extremely proud of them and welcomes them home with open arms."

The MGH community also would like to thank the remainder of the 130-member IMSuRT who were not deployed to Iran but who were ready and waiting in case there was a need for more aid. "A tremendous amount of work goes on behind the scenes to support those who are deployed in these situations," says Ann Prestipino, senior vice president for Surgical and Anesthesia Services and the MGH Cardiac Program. "The rest of the team should also be congratulated for the work they do and for being willing and ready to be activated if necessary."

Marie LeBlanc, RN, nurse manager for Trauma Services and a supervisor for IMSuRT, adds that recognition should also go to the MGH employees who took on extra work to cover for their colleagues, so that they could go on this life-saving trip. "[illegible] times like this that it becomes so evident how the MGH truly is a family. We help each other in times of need," she says.

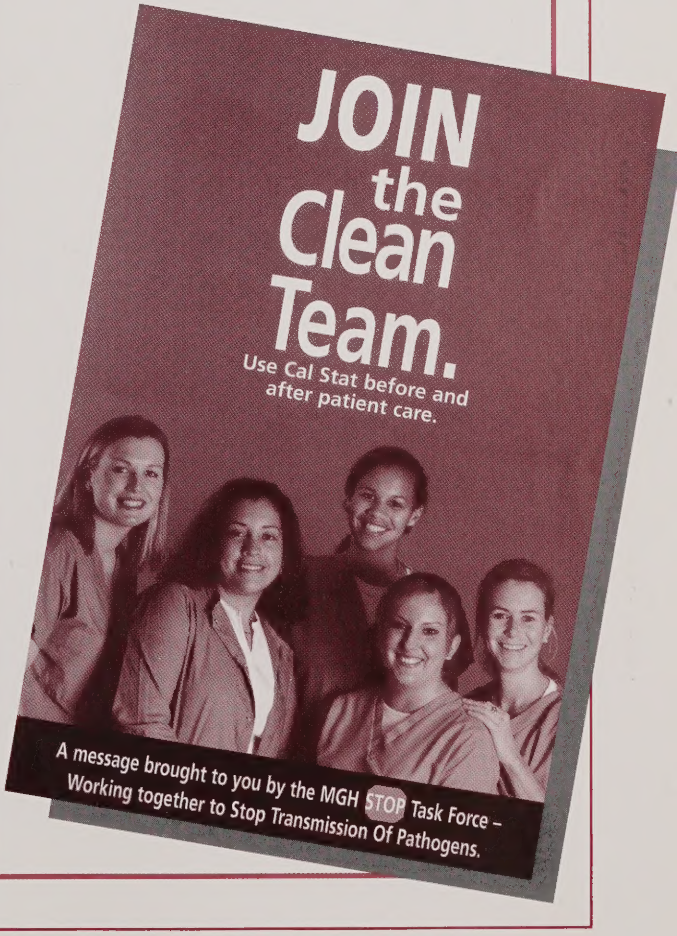
See next week's issue of *Hotline* for more details about the IMSuRT's trip to Iran. ●

Join the clean team

The STOP (Stop Transmission Of Pathogens) Task Force is encouraging MGHers to "Join the Clean Team" and use CalStat before and after patient contact. Twenty-four MGHers have joined the team and posed for the posters, which currently are being distributed throughout the hospital.

Five groups of employees and two individuals are featured in the posters. These employees feel strongly about the message of practicing good hand hygiene before and after patient contact by using CalStat, the waterless hand disinfectant available throughout the hospital.

For more information about the STOP Task Force, call the Infection Control Unit at (617) 726-2036.


JOIN the Clean Team.
Use Cal Stat before and after patient care.
A message brought to you by the MGH STOP Task Force – Working together to Stop Transmission Of Pathogens.

WHAT'S HAPPENING

Nursing career expo

MGH Patient Care Services Human Resources will be hosting a Nursing Career Expo Jan. 25, from noon to 4 pm in the North and East Garden Dining Rooms. Learn about staff nurse, clinical nurse specialist, nurse manager, nurse practitioner, patient care associate and surgical technologist opportunities at the MGH. For more information, call Sarah Welch at (617) 726-5593 or send e-mail to *shwelch@partners.org*.

EAP Work/Life seminar

The MGH Employee Assistance Program (EAP) will offer a lunchtime Work/Life seminar "Internet Safety" Jan. 15, from noon to 1 pm in the Wellman Conference Room. Guest speaker Jon Tiplady, retired lieutenant of the Danvers Police Department, will cover crime prevention practices from the National Crime Prevention Council, including preventing identity theft, avoiding fraudulent Internet games and staying safe at work and at home. For more information, call the EAP at (617) 726-6976.

Judges wanted for Timilty Science Fair

The MGH/Timilty Partnership is looking for volunteers to judge student projects during the annual Science Fair week Feb. 2 to 5, from 9 to 11 am. Volunteers are encouraged to judge on one or more days. Round trip transportation from the MGH to the Timilty School will be provided. For more information, call the MGH/Timilty Partnership at (617) 724-3210 or send e-mail to *Timilty@partners.org*.

Safety in the workplace

MGH Police and Security and the MGH Safety Office will present an educational series, "Safety in the Workplace" Jan. 13, from noon to 1 pm at the MGH Chelsea HealthCare Center; Jan. 20, from 9 to 10 am at the Somerville Warehouse; and Jan. 26, from noon to 1 pm at CNY Building 149. The series will focus on identifying suspicious packages, hazardous substances and bomb threats. For more information, call Rebecca Coburn at (617) 724-9649 or Marva Bodden-Carr at (781) 485-6464.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

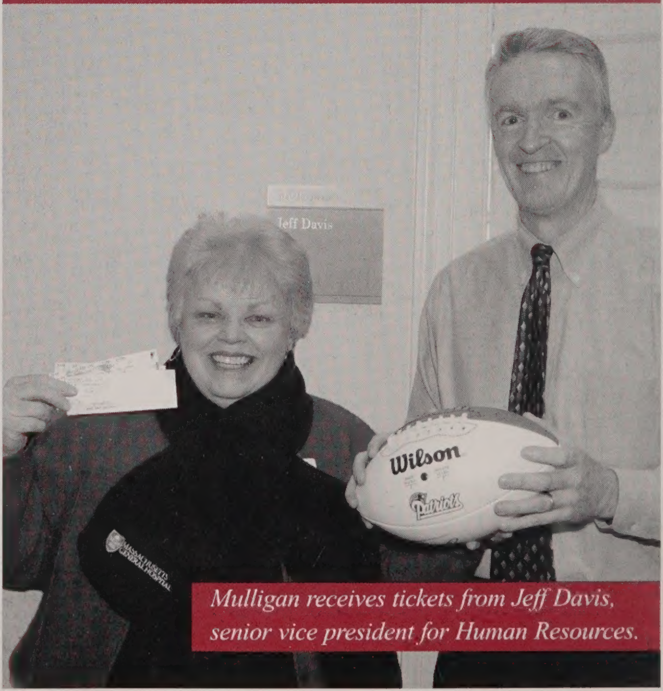
(617) 726-2206

IN MEMORIAM

A memorial service will be held for Patricia Hooley, RN, a former MGH nurse, Jan. 20 at 1 pm in the MGH Chapel. Hooley died Dec. 16. All are welcome to attend.

Go Pats ...

Katherine Mulligan of MGH Internal Medical Associates was one of 20 lucky MGHers to win this week's raffle for tickets to the highly anticipated playoff game Jan. 10 with the New England Patriots against the Tennessee Titans. Because of the longstanding relationship with the Patriots providing care for the team under the direction of Bert Zarins, MD, of MGH Orthopædics, 40 tickets were offered to MGH employees as a raffle prize – two tickets for each of 20 winners. Each winner also received an MGH scarf to keep them warm during Saturday's game. According to Sunayana Jhalani Dyer of MGH Human Resources, there was an overwhelming response to the raffle offer – approximately 1,400 employees replied within one minute of the e-mail message that was sent Jan. 6. A total of 3,893 submissions were received.



Mulligan receives tickets from Jeff Davis, senior vice president for Human Resources.

WELCOME
HOME

January 16, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A job well done

It was a true hero's welcome as the IMSuRT (International Medical Surgical Response Team) returned home, after spending two weeks helping to treat thousands of Iranians who were injured during a massive earthquake Dec. 27. Family, friends and co-workers gathered at Logan Airport Jan. 7 to welcome the team home and to thank them for their humanitarian work.

Sponsored by the MGH, the IMSuRT-East Team was established and is directed by Susan M. Briggs, MD, who was among those who traveled to Bam, Iran to help the victims.

The IMSuRT members work as volunteers to bring emergency care to victims of disasters. Their capabilities include triage, medical treatment, support for local medical staffs and preparations for patient evacuation. In addition to the members from the MGH, the team also includes clinicians from Beth Israel Deaconess Medical Center, Children's Hospital and Boston Emergency Medical Services. The team spent nearly two weeks treating more than 500 victims in their freestanding field surgical facility before returning to Boston.

"It was a great feeling," says Maryalyce Romano, RN, from Ellison 7. "I was helping someone. A lot of these people were digging out their families."

The team witnessed sheer devastation. The earthquake ranked 6.6 in magnitude and killed more than 30,000 citizens. But the team also witnessed such miracles as the rescue of a 97-year old Iranian woman who was trapped beneath rubble for nine days and the births of several babies. "One of the most wonderful things was to see the spirit of the people around the camp when a new baby came, because life goes on," says Briggs. ●

The following is a list of MGH staff who went to Iran as part of IMSuRT: Physicians: Susan Briggs, Edward George, Annekathryn Goodman, David Lawlor, Jay Schnitzer, Tom MacGillivray. Nurses: Jennifer Albert, Kathryn Brush, Sheila Burke, Lin-Ti Chang, Anthony Forgione, Pamela Griffin, Barbara McGee, Leandra McLean, Jackie Nally, Patricia Owens, Joseph Roche, Maryalyce Romano, Joan Tafe, Barbara Walsh, Brenda Whelan. Respiratory Therapists: Robert Goulet, Jesslyn Lenox. Pharmacist: Ronald Gaudette. Photos at right taken in Iran, courtesy of the Federal Emergency Management Agency.

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MOMS program helps mothers-to-be stay smokefree

With the beginning of a new year, promises are often made to live a healthier and more fulfilling life. To quit smoking is a common New Year's resolution, but for one group of smokers – pregnant women – smoking cessation is a challenge that can't wait for a holiday. For these smokers, quitting is an urgent need because smoking can affect not only the course of the pregnancy but also the health of the baby.

Most expectant mothers know that smoking can harm their unborn children. Some statistics say about one quarter of women who smoke quit on their own soon after they learn of a pregnancy and long before their first prenatal visit. The other three-quarters of women often struggle throughout pregnancy to try to quit. It is for these women that the MGH Tobacco Research and Treatment Center is conducting a research program to test a new approach to the problem.

Called the Mom and Me Smokefree (MOMS) program, it is a four-year study funded by the Robert Wood Johnson Foundation's Smokefree Families Program. Designed by Elyse Park, PhD, the program is testing whether providing smoking cessation counseling by telephone can help women stop smoking. The counselors initiate telephone calls on a regular basis to a pregnant smoker throughout her pregnancy and for two months after delivery to provide advice and support as she struggles to remain smokefree. The counselors also provide help in managing the common stresses of pregnancy that make quitting difficult. "We know how difficult it is to quit smoking," explains Park. "We designed MOMS to reach out and help."

The study, led by Nancy Rigotti, MD, director of the center, is investigating whether this novel program will increase the proportion of pregnant women who quit during pregnancy and continue being smokefree once the baby is born. The study is recruiting women throughout eastern Massachusetts who receive prenatal care from a number of obstetric practices, including the MGH Vincent Obstetrics and Gynecology Service. The program also is being offered to all pregnant women who are members of Tufts Health Plan.

"We hope this program will give us a new tool to help pregnant women succeed quitting smoking," says Rigotti. "Quitting during pregnancy not only helps ensure a healthy baby, but it also benefits the mother's own health for life and reduces exposure to second-hand smoke for her entire family."

For more information about the study, call study counselor Kristi Kangas at (617) 724-0930. ●

Conference room named for Cassem

The MGH Department of Psychiatry recently recognized Ned Cassem, MD, former chief of MGH Psychiatry, by naming a conference room in his honor. Colleagues, friends and students gathered in the Trustees Room for a reception to thank and pay tribute to Cassem. James J. Mongan, MD, president and CEO of Partners; Peter L. Slavin, MD, president of the MGH; Gary Gottlieb, MD, president of BWH; Jeannette Ives Erickson, RN, senior vice president for Patient Care Services and chief nurse; and Jerrold Rosenbaum, MD, current chief of MGH Psychiatry, spoke about Cassem's commitment to patient care, teaching and research at the MGH and the leadership he has provided to the hospital in creating the first ethics consultation committee to focus on complex and difficult end-of-life decisions. The reception concluded with tours of the Ned H. Cassem, SJ, MD, Conference Room, which is located on Warren 6.

Mongan, left, and Cassem

TEAM
MGH
TEAM
MGH
MGHers Jeff Davis, left, and David Read model Team MGH jerseys.

Team MGH prepares for a rematch

Team MGH again is challenging the Boston Bruins alumni team "The Black and Gold Legends" in a hockey game to benefit the hospital's annual United Way campaign. Former Bruins players John Bucyk, Johnie "Pie" MacKenzie, Ken Hodge, Don Marcotte and others will take on Team MGH Jan. 23 at 7 pm at Harvard University. The Bruins won last year's game but several women skaters have joined Team MGH to bolster this year's squad. Game night will feature raffle prizes and refreshments for spectators provided by the MGH United Way Commit[illegible] Advance tickets are $15 for adults, $10 for children 12 and under, and $20 at the door. For more information, call (617) 724-0361. ●

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MGH offsets MBTA rate hike

MGH Parking and Commuter Services has announced that the MGH will increase its MBTA subsidy to compensate for the MBTA rate increase, effective with the February 2004 passes. While the MBTA has raised most rates by 25 percent, the MGH subsidy also will increase 25 percent to shoulder the burden of the MBTA increase.

Commuter Services continues to take advantage of pre-tax opportunities, resulting in employees paying 30 percent less on average for their pre-tax deduction. Below is the new rate chart, effective for February's passes.

In addition, MGH Parking and Commuter Services has eliminated fees for the employee weekend "debit" program for the front garages, effective the first weekend in April. On April 3, employees will be able to use either their w[illegible]nd or night access card to park at no charge. Employees will have three months to use existing debits. No refunds will be issued for any remaining debits. Employees needing to purchase additional debits until this change may purchase five debits at a time for $7.

For more information, call MGH Parking at (617) 726-8886 or Commuter Services at (617) 724-6588. ●

MGH MBTA pass rates

Pass	MBTA charge	Pre-tax deduction	After-tax deduction	Total deduction
Bus	$ 31	$ 23	$ 0	$ 23
Subway	44	33	0	33
Combo	71	53	0	53
Combo plus	79	58	0	58
Zone 1	106	72	6	78
Zone 2	118	69	18	87
Zone 3	128	67	28	95
Zone 4	149	61	49	110
Zone 5	170	56	70	126
Zone 6	181	53	81	134
Zone 7	191	50	91	141
Zone 8	198	49	98	147
Boat	198	49	98	147

Come rain, snow, sleet or hail: MGH is there

If the recent drop in frigid temperatures and the December snowstorm, which dumped more than 30 inches of snow in several places in the region, are an indicator to what lies ahead, then New England is in store for yet another long, cold and snowy season. With the arrival of winter, New Englanders and MGHers alike are preparing for rough weather. As part of the MGH's preparation for weather emergencies, employees are encouraged to review the hospital's Severe Weather Conditions Policy. The policy, in its entirety, can be found in the 2003 Manager's Human Resources Policy and Procedures Manual.

The policy stipulates that employees who come to work during storms will be paid for hours worked; employees who do not come to work because of the weather will be charged earned time. If employees are dismissed by a supervisor once they have arrived at work, they will be paid for the remainder of their shift.

Staffing during a weather event is left to the discretion of supervisors in individual departments. If a supervisor decides to close a particular unit, he or she must first get approval from the appropriate vice president.

The MGH is a 24-hour/365-day-a-year operation that must provide services to patients and the community even during the worst storms.

For procedure updates during bad weather, employees are encouraged to call the MGH Weather Emergency Line at (617) 724-6100. For more information about the MGH's weather policy, employees should speak to their supervisors.

Hotline is printed on recycled paper.
Please recycle *Hotline* in any white paper recycling box.

WHAT'S HAPPENING

Senior HealthWISE seminar

The MGH Senior HealthWISE program will offer "Aging and Wisdom: The Spiritual Journey of Later Life" Jan. 20, from 11 am to noon in the Walcott Conference Rooms. Shelia Crowell, of MGH Chaplaincy, will discuss finding meaning and purpose in life's spiritual journey and using creative tools to harvest wisdom already attained. For more information, call (617) 724-6756.

Nursing career expo

MGH Patient Care Services Human Resources will be hosting a Nursing Career Expo Jan. 25, from noon to 4 pm in the North and East Garden Dining Rooms. Learn about staff nurse, clinical nurse specialist, nurse manager, nurse practitioner, patient care associate and surgical technologist opportunities at the MGH. For more information, call Sarah Welch at (617) 726-5593 or send e-mail to *shwelch@partners.org*.

Mavericks, Miracles and Medicine

The MGH Department of Medicine will present a screening of "Mavericks, Miracles and Medicine," as seen on the History Channel, Jan. 28, from 3 to 5 pm in the Ether Dome. This film documents some of the greatest MGH moments in the history of medicine. Jeffrey Tuchman, director of the film, and Julie Fenster, author of the series' companion book, will be present for a discussion and book signing. For more information, call (617) 724-7351 or send e-mail to *domeditor@ partners.org.*

EAP offerings

The MGH Employee Assistance Program (EAP) will offer a 12-week support group for female employees who have been affected by domestic violence, either in a past or current relationship. The group is free and open to employees of the MGH, BWH and Partners. Meetings will be held on Tuesdays, from 4:30 to 6 pm at the MGH. For more information, contact the EAP at (617) 726-6976 or (866) 724-4EAP.

The EAP also will offer six training courses throughout the year for managers and supervisors about using the EAP as a resource to assist with behavioral health, mental health and substance abuse concerns. The first training session will be offered Jan. 22, from noon to1:30 pm in the Sweet Conference Room, and the second session will be March 2, from 8 to 9:30 am in the Burr 3 Conference Room. Additional sessions will be May 4, July 22, Sept. 7 and Nov. 2. To register, contact the EAP at (617) 726-6976.

IN GENERAL

Four MGH cardiologists recently were recognized at the 2003 American Heart Association meeting held in November. **Roman DeSanctis, MD,** received the Laennec Master Clinician Award from the Council of Clinical Cardiology. **Greg Lewis, MD,** won the Laennec Society Young Clinical Investigator Award. **Claudia Chae, MD,** won a Best Abstract Award for "Heart rate predicts progression of asymptomatic left ventricular dysfunction." **Donald Lloyd-Jones, MD,** won a Best Abstract Award for "Lifetime risk for atherosclerotic cardiovascular disease by risk factor levels at age 50."

Nancy Tarbell, MD, director of the MGH Office for Women's Careers, has been recognized by Congressman Barney Frank as a "Local Legend" from Massachusetts. This honor is bestowed upon women physicians who have demonstrated commitment, originality, innovation or creativity in her field of medicine.

Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Blood donors needed

The MGH Blood Donor Center is asking all eligible MGHers to donate blood. The hospital's blood supply is low, and all types of blood are needed. Walk-ins are welcome at the Blood Donor Center, Monday through Friday, from 8:30 am to 4:30 pm. Donors who come in Jan. 23, 26 or 30, from 11:30 am to 1:30 pm, will receive a free chair massage. As a thank you, all donors will receive a blood donor t-shirt. To make an appointment, call (617) 726-8177.

MGH employees working at CNY also are encouraged to donate by participating in the next blood drive Jan. 21, from 8:30 am to 2:30 pm. The MGH Bloodmobile will be located between Building 149 and the parking garage at CNY. All donors will receive a blood donor t-shirt. For more information or to make an appointment to donate, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*.

January 23, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Anita Hill celebrates Martin Luther King Day with MGHers

An event well known for showcasing prestigious speakers who have had an impact on the civil rights movement, the celebration of Martin Luther King Day this year featured Professor Anita Hill, a renowned lawyer, educator, author and civil rights activist. Held in the O'Keeffe Auditorium Jan. 16, the celebration marked the 75th anniversary of the slain civil rights leader's birth, and was the fifth annual Partners-sponsored MLK Day celebration held at the MGH.

Currently a professor of Social Policy, Law and Women's Studies at Brandeis University's Heller School, Hill became a national public figure in the 1980s when she was a witness in the confirmation hearing for Supreme Court nominee Clarence Thomas. She has been outspoken on issues of gender and racial equality in the workplace, giving lectures around the country and writing numerous articles for publications such as *Newsweek* and the *New York Times.*

Hill delivered an eloquent speech, recounting her youth in rural Oklahoma when the groundbreaking US Supreme Court case – Brown vs. the Board of Education – ended federally-sanctioned racial segregation in the public schools system. "As we recognize the 50th anniversary of Brown vs. the Board of Education and celebrate the legacy of Martin Luther King, the two cannot be separated," she said. "His dream influenced an entire era. He gave us a reason to believe that we could achieve the American

(Continued on Page 3)

From left, Mondejar, Davis, Hill, Ron Greene and Holliday

New website for Yawkey Center for Outpatient Care launched

With the scheduled Fall 2004 opening of the new Yawkey Center for Outpatient Care, the Yawkey Center Operations Committee this week launched a new website for the MGH community, offering up-to-date information about the center, its programs and services.

The website can be accessed by any computer at *www.massgeneral.org/yawkey.* The site features links to available services the center will provide, images of the center, frequently asked questions and a virtual tour of the new building. Interesting facts about the center abound. For example, many people may be surprised to know that the plumbing pipes used in the center total some 20 miles – or three times the height of Mount Everest.

The Yawkey facility is needed to help accommodate the dramatically increasing number of patients who come to the MGH for outpatient care. It will house the Cancer Center, Cardiology, MassGeneral Hospital for Children, the Musculoskeletal Program, Radiology and the Women's Health Program.

"We're hopeful that the website will provide a way for the MGH community to learn more about this project and will serve as a tool to keep people updated on all the changes that will occur as we approach the opening of the Yawkey Center for Outpatient Care," says Greg Pauly, chair of the Yawkey Center Operations Committee.

Yawkey Center
for Outpatient Care

The Yawkey Center

MGH staff get a little TLC

Feelings of stress and tension melted away from MGHers in the Ellison 17 Family Room Jan. 9 as MassGeneral Hospital for Children employees and staff members were pampered with a "Massage Day." The MGH Pediatric Clinical Performance Management Team sponsored the event with money won through a poster contest. "We wanted to show our appreciation to an amazing staff who work day in and day out with children and thank them for the hard work they do," says Debjani Banerji, of MGH Decision Support and Quality Management. More than 60 employees enjoyed 15-minute chair massages given by four masseuses from the "Backstroke Project," a massage therapy school.

An MGHer receives a chair massage.

Think pink: Code enacted to help prevent infant abduction

The abduction of a newborn infant is a frightening but very real threat at any health care facility. More than 220 hospitals nationwide have experienced this crime, which can traumatize family and staff.

With these disturbing statistics in mind, the MGH Police and Security Department has initiated a program to help prevent an infant abduction at the MGH. Called "Code Pink," the program consists of a new drill system as a multi-disciplinary approach to help prevent infant abduction. In addition to the Police and Security Department, the drill system incorporates several other MGH departments, including Parking and Commuter Services, Patient Transportation, Shuttle Transportation, Environmental Services, Buildings and Grounds, the Volunteer Department, Massachusetts Eye and Ear Infirmary Security and nurses from the MGH Vincent Obstetrics and Gynecology Service. These services are fully prepared to work collaboratively to stop a potential abductor from leaving the hospital with an infant.

Code Pink drills are held frequently, often unannounced, to ensure all the participating departments respond appropriately to an attempted abduction. The intent of these drills is to review, improve and update procedures and educate responders. There also is a need for employees who may not be directly involved in the program to be alert to any unusual activities or suspicious individuals and to contact Police and Security at (617) 726-2121.

The following information has been developed by the "National Center for Missing and Exploited Children."

Abductors may exhibit the following unusual behaviors:

- Repeated visits just to see or hold an infant.
- Questions about facility procedures, i.e., feeding time, visitation hours and security.
- May procure hospital uniform or medical equipment as means of identification.
- Physically carries an infant instead of using a bassinet.
- May carry large packages, gym or tote bags.
- May use diversionary tactics to distract staff.

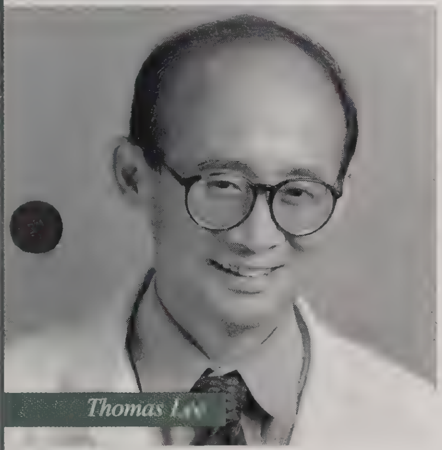
Profile of an infant abductor

- Often a female 12 to 50 years of age (median age of 28).
- No prior criminal record.
- Abductor's "significant other" usually is not involved in abduction planning, but could be.
- May disguise appearance (i.e., wigs) or appearance of the baby.

New Partners network president and PCHI CEO selected

Thomas H. Lee, MD, last week was named as network president for Partners and CEO for Partners Community HealthCare, Inc. (PCHI), making permanent the roles he has held on an interim basis for the past month. He succeeds Ellen Zane, who stepped down from the position in 2003.

As chief medical officer of PCHI, Lee has played a major role in the growth and development of the network of physicians that comprise PCHI. He has been a key participant in all negotiations with payers since PCHI was formed.



Thomas Lee

Lee also will continue to serve as director of Partners Signature Initiatives, launched last year to guide Partners toward improving the quality and efficiency of care provided. He has been the prime mover behind many of the efforts that form the foundation of the program, which is based on five systemwide goals for clinical performance to distinguish Partners from other health care providers *(see chart at right).*

"Tom combines a unique ability to develop truly innovative approaches to improving care with a real skill at effectively implementing them," says James. J. Mongan, MD, president and CEO of Partners. "His vision, creativity and tenacity in bringing together clinicians from throughout Partners to move us forward as a system prompted me to ask him to direct our Signature Initiatives and again prompted me to ask him to take on this new role. Tom is a leader in every sense of the word."

An internist and cardiologist, Lee is an associate editor of *The New England Journal of Medicine* and editor-in-chief of *The Harvard Heart Letter.* He also serves on the boards of the Massachusetts Health Quality Partnership and Bridges to Excellence, a national partnership he helped design to improve health care quality.

"Tom Lee is a great choice for this position," says David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization. "He is trusted and respected by doctors throughout the organization and is full of energy and good humor. The network has been a critical part of our success over the last decade, and Tom will do a great job in the next phase."

Partners Signature Initiatives

1. Investing in quality and utilization infrastructure.
2. Enhancing patient safety by reducing medication errors systemwide.
3. Enhancing uniform high quality by measuring performance to benchmark for selected inpatient and outpatient conditions.
4. Expanding disease management programs by supporting activities for certain patients with chronic illnesses.
5. Improving cost effectiveness through managing utilization trends and analysis of variance.

—Anita Hill celebrates with MGHers

(Continued from Page 1)

dream. I'm here to celebrate Martin Luther King Day as a matter of right and privilege. I, like many others, have benefited from the previous generation, and now I'm concerned about how my generation will be remembered."

Hill also spoke about the hardships that have been endured and the progress that has been made as a result of racial integration, citing the efforts of prominent leaders such as Charles Hamilton Houston, who is known as the father of modern civil rights, and Thurgood Marshall, who won the Brown vs. Board of Education case and went on to become the first African-American Supreme Court justice. "Because of those before us, we have had a voice," she said. "We should do what Dr. King had advised, to commit ourselves to the struggle for equality and humanity."

To thank Hill for visiting the MGH, Jeff Davis, senior vice president for Human Resources, Win Williams, MD, director of the MGH Multicultural Affairs Office, and Loretta Holliday, chair of the Association of Multicultural Members of Partners, presented her with a special MGH gift – an engraved mirror with a picture of the Bulfinch Building. "How can you not be flattered when someone gives you a piece of their heart," said Hill.

Also at the event, Peter L. Slavin, MD, president of the MGH, spoke about the hospital's progress in diversity efforts for employees and patients. Oswald Mondejar from MGH Human Resources introduced the MGH Black Achievers for 2004 – Marva Bodden-Carr, of MGH Police and Security; Yvonne Parr, of MGH Vincent Obstetrics and Gynecology Service; Sandra Wright, of MGH Radiology, along with Partners employee Ben Powers. Deborah Washington, RN, MSN, director of Diversity for Patient Care Services, introduced Sonji Williams, a staff assistant for MGH Pathology and a professional singer, who provided the musical entertainment for the event. ●

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MGH**HOTLINE**

WHAT'S HAPPENING

February vacation club
The MGH Backup Child Care Center will offer a school-age vacation club, Feb. 17 to 20, from 7:30 am to 6 pm, for employees' children from 6 to 12 years old. Reservations will be taken by phone and in person at the Backup Childcare Center. The cost per child for four days is $220 or $60 per child per day. For more information, contact the Backup Child Care Center at (617) 724-7100.

Basic Biostatistics for Clinical Investigators
The Clinical Research Program, the General Clinical Research Center and the Center for Clinical Nutrition are sponsoring "Basic Biostatistics for Clinical Investigators" in the Walcott 2 and 3 Conference Rooms, Feb. 3, 10, 17 and 24, from 4 to 5:30 pm. The lecture Feb. 3, "Study Designs and Summarizing Data in Medical Research" will discuss different designs for clinical studies and the properties of common ways of describing data. Intended for investigators at the fellow and faculty level with minimal statistical experience, this course will consist of one-hour lectures followed by a question and answer period. Registration is required. To register, visit *http://crnet.mgh.harvard.edu* or call Allison Simmons at (617) 726-1669.

Mavericks, Miracles and Medicine
The MGH Department of Medicine will present a screening of "Mavericks, Miracles and Medicine," as seen on the History Channel, Jan. 28, from 3 to 5 pm in the Ether Dome. This film documents some of the greatest MGH moments in the history of medicine. Jeffrey Tuchman, director of the film, and Julie Fenster, author of the series' companion book, will be present for a discussion and book signing. For more information, call (617) 724-7351 or send e-mail to *domeditor@partners.org.*

Safety in the workplace
MGH Police and Security and the MGH Safety Office will present an educational session, "Safety in the Workplace" Jan. 26, from noon to 1 pm in the seventh floor conference room at CNY Building 149. The session will focus on identifying suspicious packages, hazardous substances and bomb threats. For more information, call Rebecca Coburn at (617) 724-9649 or Marva Bodden-Carr at (781) 485-6464.

MGHers show Patriot pride

Mike Neville, of MGH Police and Security, *below at right,* and a friend braved cold temperatures to cheer on the New England Patriots at the playoff game against the Indianapolis Colts Jan. 18. Neville was one of 20 lucky MGHers to win tickets raffled by the MGH. Because of the longstanding relationship with the Patriots providing care for the team under the direction of Bert Zarins, MD, of MGH Orthopædics, 40 tickets were offered to MGH employees as a raffle prize. Neville, along with the rest of the MGH spectators, applauded the Patriots who went on to win the AFC championship and now are on their way to the Superbowl.

Go Patriots!

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
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Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

January 30, 2004

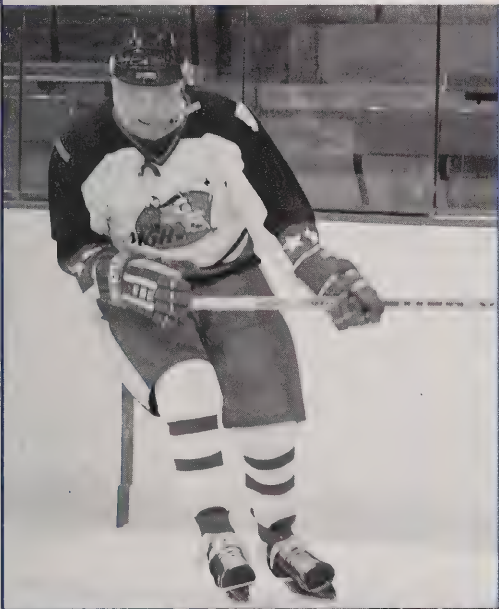
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Doctors head for Super Bowl

They may not wear helmets or shoulder pads, but Bertram Zarins, MD, and Thomas Gill, MD, of MGH Orthopædics, are an integral part of the New England Patriots team. Zarins, who has been the Patriots' head physician since 1982, and Gill, who has been the team's associate physician for six years, headed for Houston at 6 am Jan. 29. They, along with Dolph Hutter, MD, of MGH Cardiology, will be on the sidelines on Super Bowl Sunday to evaluate any injuries and determine whether any hurt player can continue in the game. According to Zarins, the players are ready. "They have overcome injuries to key players and are stronger than ever," he says. This is Zarins' fourth Super Bowl experience as a physician. ●

Gill, left, and Zarins



Rematch: Team MGH takes to the ice against Bruins alums in charity event

The highly anticipated second annual celebrity hockey game between the Black and Gold Legends – a team of former Boston Bruins hockey players – and Team MGH took to the ice Jan. 23 to help raise money for the MGH United Way Campaign.

Although Team MGH lost the game, they fared much better this time around, not only doubling their points with a final score of 14 to 10 but also succeeding in raising more than $20,000 for the United Way.

Held at the Harvard University skating rink, the event drew in more than 550 spectators – mostly MGHers, their friends and families – to root for their team. Parents of Liz Turnock, MD, of MGH North End Community Health Center, flew in from Winnipeg, Manitoba to cheer her on. Seventy-four-year old Jim Pratt from MGH Volunteer Services also had a penalty shot for Team MGH during the game.

"This year's team was comprised of players from more than a dozen MGH

(Continued on Page 2)

Team MGH

A heartfelt thank you to the "Santas" of the MGH community

Below is a letter written by the mother of a pediatric patient of the MGH Northeast Proton Therapy Center (NPTC) about a gift she received from the Walsh Brothers construction workers *(For story, see Dec. 19 edition of Hotline).* The construction workers raised approximately $12,000 for an entertainment room and for individual gifts for the pediatric patients of the NPTC.

Hello MGH,

My name is Reyna Bates. I'm 22 months old, and a few days before Thanksgiving this year, my mom took me to the eye doctor here in Pawtucket, RI, with the idea that I may be in need of glasses. The doctor told my mom that I would have to see Dr. Woo at Children's Hospital in Boston as soon as possible. She and her staff saw us immediately, and discovered that I was a victim of retinoblastoma. I had a full mass on my left eye and four tumors on my right. My left eye had to be extracted immediately and we were referred to the MGH for proton radiation treatment to remove the four tumors on my right eye. I've been in treatment for a couple of weeks, and the doctor and nurses couldn't have been any nicer. I can't tell you how important this is to my mom, grandmom and uncle, who are getting me through this. Thank you all!

This brings me to the real reason that I feel the need to write this letter. The NPTC is right under a construction site, and the folks who are working on this project took a collection and purchased much-needed furniture for our treatment waiting room, and purchased toys for all the children at the NPTC. I received a TV and VCR/DVD player so that I can watch my favorite movie, "Dora the Explorer." I'll be 2 years old in February, so I am just starting to understand the whole Santa thing. I also received a group photo of the construction workers, and I realized that Santa is real and hides in the hearts of that group of people and all the loving and caring people in the world.

Our newspaper and media tend to highlight the criminals and mostly bad events. I think it's time to say thank you to all the Santas that humanity has – all the good people who help one another, who care if our neighbors are in need. I would really just like to say thank you very much, and I love you all!

Sincerely,
Reyna and family

— Team MGH takes to the ice

(Continued from Page 1)

departments, so it truly was a multidisciplinary effort," says David Read, administrative director for MGH Cardiology and Team MGH captain. "Some MGH employees even helped out by selling hot dogs in the concession stand."

Jeff Davis, MGH senior vice president for Human Resources, also was on hand for the festivities and once again picked the names of raffle winners out of a hospital bedpan. Prizes included a hockey stick signed by team members from the Black and Gold Legends, a goalie mask once worn by Bruins player Gerry Cheevers and other prizes.

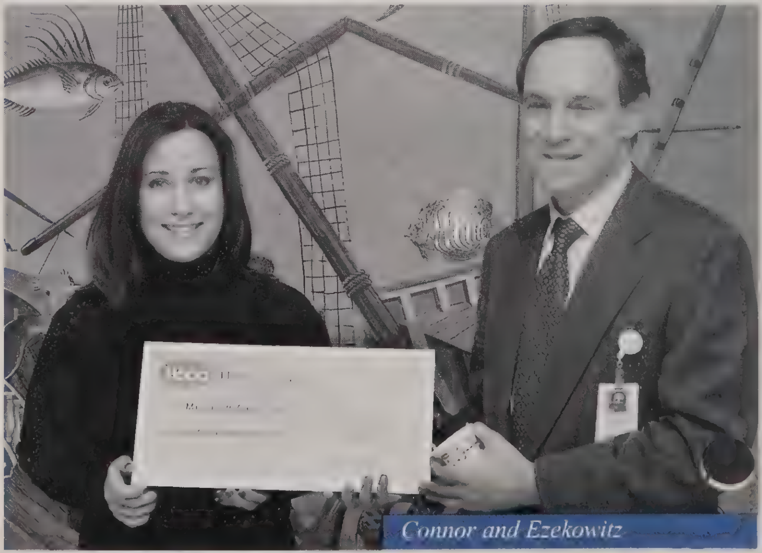
"Given the success of this year's game, we're already starting to plan for next winter's event. The United Way is a great cause, and having a charity hockey game is a great way to raise funds for the more than 200 nonprofit agencies it helps support throughout eastern Massachusetts," says Read. ●

Hood helps hit a home run

The Boston Red Sox may not have won the World Series but they're still champions to the patients of MassGeneral Hospital for Children. The Hood Home Team Advantage Program, which teams up HP Hood, Inc. with the Boston Red Sox, supports children's hospitals throughout New England by donating a certain amount of money – $200 during the Ame[illegible] League Division Series and $300 during the Championship Series – for every home run, double play and strikeout by the Red Sox at Fenway Park.

Melissa Connor, assistant manager of Public Relations and Community Affairs for HP Hood, Inc., presented a check for $6,707.69 to Alan Ezekowitz, MBChB, DPhil, chief of pediatrics for MassGeneral Hospital for Children, Jan. 26. Connor also brought Hoodsie cup ice cream treats for all the young patients on Ellison 18.

The Hood Home Team Advantage Program raised $75,500 this year to be distributed to 13 children's hospitals, and a total of $225,000 has been raised in the three years the program has existed. ●



Connor and Ezekowitz

Annual SAC meeting celebrates MGH research

The 57th annual meeting of the MGH Scientific Advisory Committee (SAC) gets under way Feb. 4 at 11:30 am with the annual poster session. Reflecting the growing interest in and quality of MGH research, this year's poster session has expanded to both the Wellman Conference Room and the WACC Lobby. At 2:15 pm, the annual research symposium will begin in the O'Keeffe Auditorium, featuring talks by Ralph Weissleder, MD, PhD, director of the MGH Center for Imaging Research, and Rox Anderson, MD, of the Wellman Center for Photomedicine. Jeffrey Gordon, MD, of Washington University School of Medicine, a member of the SAC, will give the afternoon's keynote address.

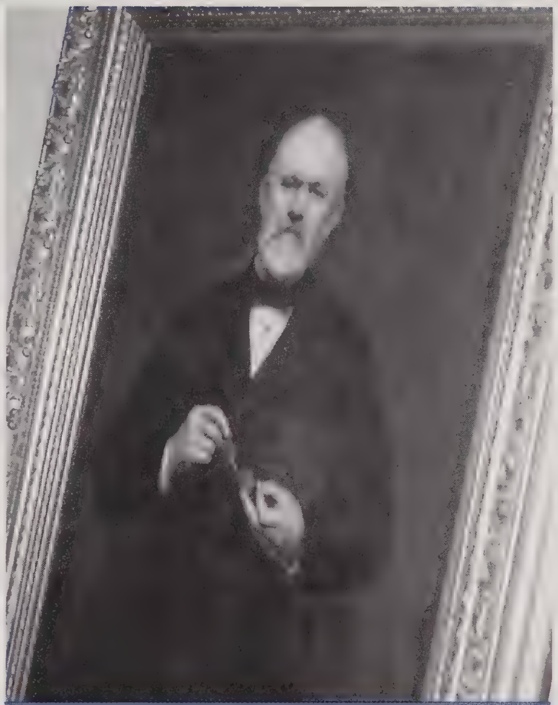
The meeting of the SAC – distinguished researchers who advise the MGH on research policy – takes place Feb. 5 in the Wellman Conference Room. Along with a review of current MGH research and discussion of scientific interaction with programs at Partners and throughout Harvard, the meeting will address the developing thematic research centers, communication with the research community, issues in clinical research and the NIH Roadmap for Medical Research. The entire MGH community is welcome at these sessions, which run from 8:15 to 11:45 am and 1:15 to 5 pm. ●

Return of the mummy

Padihershef, the 2,500-year-old mummy who calls the MGH home, was safely returned to the Ether Dome Jan. 22. Padi – as he is affectionately called by MGHers – spent the past year on display at the George Walter Vincent Smith Art Museum in Springfield, Mass.

Padi was given to the hospital in 1823 as a gift from Dutch merchant Jacob van Lennep. Padi and his two coffins are believed to have been the first complete burial ensemble sent to the United States from Egypt. In the early 1960s, the hieroglyphics on Padi's coffin were deciphered to reveal his name, which means "gift of the god Hershef." It also is believed that he was an unmarried stone cutter from the City of the Dead in Thebes. Because tomb robbers had no interest in the graves of common citizens, Padi's mummified remains have stayed intact.

Padihershef



Do you know me?

For the past 18 months, members of the Ladies Visiting Committee (LVC) have been canvassing the hospital in search of artifacts. Not just any artifacts, but those arts and antiquities that are relevant to the history of the MGH. These items include portraits, sculptures, medical instruments and books that are scattered throughout the many offices, nooks and crannies in the hospital. It is expected that an inventory of these items will be created to give the hospital a current list of these and other treasures.

In looking through some stored items, members of the LVC came across an unidentified portrait *(see photo above)*. The artist did not sign the painting. If any employee knows who this gentleman is, contact Patricia Austen at *pausten@partners.org*; Eleanor Hackett at *ehackett@partners.org* or Michelle Marcella at *mmarcella@partners.org*. More information about this portrait and the ongoing arts and antiquities project will be featured in a future issue of *Hotline*.

WHAT'S HAPPENING

W-2 distribution information

MGH Payroll is mailing W-2s this week. Employees who do not receive their W-2s by Feb. 6, should ask their office timekeeper to submit a W-2 replacement request to Payroll. Replacement W-2s will be processed and mailed on Fridays at noon. W-2s also can be viewed using PeopleSoft Employee Self Service at *http://ibridge.partners.org/getaccess.*

Senior HealthWISE seminar

The MGH Senior HealthWISE program will offer "Memory Loss: Separating Myth from Reality" Feb. 3, from 11 am to noon in the Walcott Conference Rooms. Cornelia Cremens, MD, from MGH Senior Health, will discuss what is normal memory loss, when to be concerned and what to do about it. For more information, call (617) 724-6756.

Blood Donor Center activities

The MGH Blood Donor Center will celebrate National Congenital Heart Defect Awareness Day Feb. 9 to 13. All MGHers are asked to donate blood to celebrate the life of every survivor and honor the memory of those who have been lost. All donors will be able to sign a Valentine's Day card that will be attached to a stuffed toy and delivered to patients at the MassGeneral Hospital for Children. Throughout February, all donors will receive a navy blue long-sleeve T-shirt as a thank you. For more information, call (617) 726-8177.

MGPO special forum

MGH physicians and staff are invited to attend a special Massachusetts General Physicians Organization (MGPO) forum "IMSuRT Report – Iran Earthquake Rescue Mission," Feb. 11, at 5:30 pm in the O'Keeffe Auditorium. Susan Briggs, MD, of MGH Surgery and director of the International Medical Surgical Response Team (IMSuRT), will speak. For more information, call (617) 724-9080.

MLK celebration video

Partners is offering a free video of the Celebration of the Legacy of Rev. Dr. Martin Luther King, Jr., hosted at the MGH, featuring Professor Anita Hill. To request a complimentary video, send an e-mail to Tracey Tebrow at *ttebrow@partners.org* with your name and in-house mailing address.

HOPES seminars

The MGH HOPES (Helping Our Patients and Families through Education and Support) program will offer several seminars and support groups in February. Jean O'Toole, PT, MPH, will lead "Lymphedema: Basics and Management" Feb. 2, from noon to 1 pm. MGH Oncology pharmacists and nurses will lead "Chemotherapy...What You Should Know" Feb. 4, from noon to 1 pm. "Radiation Therapy... What You Should Know" will be led by an MGH radiation nurse and a radiation therapist Feb. 6, from noon to 1 pm. Suzanne Landry, MS, an MGH oncology dietitian, will lead "Nutrition... What You Should Know" Feb. 6, from 1:30 to 2 pm. All events will be held in the Cancer Resource Room on Cox 1. Seminars and drop-in support groups are free, and no prior registration is required. For more information or to obtain a full schedule of workshops, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 724-6737.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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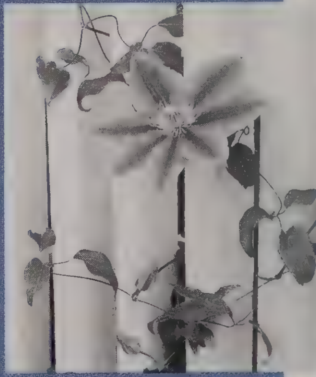
MGH Public Affairs Office.

(617) 726-2206

Illuminations brings festive ending to holiday season

The MGH Cancer Center's annual "Illuminations" art exhibit was a fine ending to the holiday season as visitors to the MGH Hematology/Oncology Outpatient Unit in the Cox Building were treated to beverages, hors d'oevres and illuminating art work Jan. 7.



Illuminations is a rotating art exhibit housed in the Cancer Center. Each display – consisting of pieces submitted by local artists and representing several artistic disciplines – is featured for one season. Works are selected for their capacity to educate and inspire, and the exhibit is meant to provide enlightenment and encouragement to Cancer Center patients, families, staff and friends.

The current Illuminations artists – including several MGHers – are: Susan Read Cronin; Michele Dangelo; Jennifer Dorgan; Eileen Doughty; Diane Eyerman; Brian Higgins; Walter Krawczyk; Claire Kublin; Joan Lebenbaum; Julie Pepper; Mauny Plum; Mary Poulin; Eric Simmons; and Robert van de Graaff, whose photograph is shown above.

February 6, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Aspirin's role in reducing risk of colorectal cancer

A **new study has found** that regular intake of aspirin is associated with a reduced risk of the type of colon polyps that can develop into cancer. Since risk reduction was strongest with aspirin doses higher than those used to prevent cardiovascular disease, however, the researchers say further study is needed to determine for whom the benefits of such treatment would outweigh any potential risks. The report appears in the February issue of *Annals of Internal Medicine.*

"We would love to have a simple, daily tablet that could reduce the risk of colorectal cancer for everyone, but right now we don't have that," says Andrew Chan, MD, of the MGH Gastrointestinal Unit, the paper's lead author. "Confirming that aspirin, especially at higher doses, may reduce cancer risk, however, is very exciting and opens many avenues of research for better understanding the mechanism of this disease."

Earlier studies suggested that aspirin could reduce the risk of colorectal polyps but had not established the most effective dose. The current report examines data from about 27,000 participants in the Nurses Health Study who reported having endoscopic colon examinations between 1980 and 1998. Those who reported taking aspirin regularly had a 25 percent lower risk of polyps than did women who took no aspirin, with the lowest risk seen among those who took more than two standard aspirin tablets per day.

"Before these findings can be translated into clinical recommendations, we need better ways of identifying exactly who should take aspirin to reduce colorectal cancer risk," says Chan.

MGH displays Patriot pride

T**o ensure victory in the Super Bowl,** the MGH Chelsea HealthCare Center combined its annual Partners in Excellence Awards with a Patriots pep rally Jan. 30. MGHers suited up to have their pictures taken with a life-sized photo of Patriots quarterback Tom Brady.

Meanwhile, the real Tom Brady was in Houston, along with team physicians (*bottom photo, from left*) Adolph Hutter, MD, of MGH Cardiology, and Bertram Zarins, MD, Thomas Gill, MD, and Andrew Stoeckl, MD, all of MGH Orthopædics, who watched the Patriots from the sidelines ready to assist any injured players. The Patriots went on to win the Super Bowl for the second time in three years. ●

Carol Breed, from MGH Revere, and Jeff Davis, senior vice president for Human Resources

The Durant Fellowship: Walking in the footsteps of a great humanitarian

They are large shoes to fill. When beloved MGH physician, Thomas S. Durant, MD, died in November 2001 from cancer, he left behind a rich, humanitarian history of helping impoverished people in the most deprived parts of the world. Durant, who served the MGH as assistant director, spent most of his career traveling to bleak places such as Cambodia, Albania, Bosnia, Rwanda, Somalia, Croatia and Afghanistan, bringing supplies, medicine, medical expertise and, most important of all, hope to those who had lost all hope of survival.

His legacy now lives on with the Thomas S. Durant, MD, Fellowship in Refugee Medicine. Its first recipient, Kristian R. Olson, MD, of MGH Internal Medicine, recently spent 10 months walking in the footsteps Durant left behind.

The Durant Fellowship provides funding for an MGH clinician to assist in the prevention and treatment of disease among refugees throughout the world. "Kris was the unanimous choice for the first Durant Fellow," says Larry Ronan, MD, director of the Durant Fellowship. "He completely fulfilled our high expectations as a dedicated, enthusiastic MGH representative in refugee medicine."

Olson with Thailand refugees

Olson, who returned from the Thailand-Burma border in November, was fortunate to have met Durant. Olson had developed an interest in international health care when he was completing a combined residency in Pediatrics and Internal Medicine at the MGH. "Because of my interest, I was put in touch with Dr. Durant," says Olson. "He gave me great advice and would talk about some of his adventures. I remember how surprised I was when he said to me, 'I'm jealous of you. If I had the chance, I would do this all over again.' He was a great mentor."

When the fellowship was established after Durant's death, Olson applied. Once he was selected, he traveled to London to study tropical diseases for three months at the London School of Hygiene and Tropical Medicine. He then went to Thailand to take care of refugees for the American Refugee Committee – the same organization Durant had represented.

As a clinical coordinator, Olson was put in charge of medical care for a 4,000-person refugee camp that had gone without a doctor since the previous physician had left four weeks earlier. Because the United Nations would not let civilians stay in the refugee camps for security reasons, Olson had to drive an hour and a half each day on treacherous roads from a Thai village – through three military checkpoints – to get to the camp. The refugees lived in bamboo huts with no electricity or running water. Raised on stilts, the field hospital had a basic lab to run medical tests, a small inpatient area for severely ill patients and an outpatient clinic. Olson provided care along with refugees who had some medical training – nine medics and a handful of midwives.

He found that the medics were very eager to learn more about traditional Western me[illegible]. "Teaching them was a humbling experience for me," he says. "They were so eager to learn. When we were doing rounds, they would write notes on their arms and later transfer the notes to their journals. They had everything memorized the next day. The experience made me a better teacher."

The medics spoke English, but most in the camp spoke Karen, a local dialect. After two months, Olson was transferred to work in two other camps with populations of 12,000 and 17,000 residents, providing medical care and performing an assessment of HIV in the camps.

During his time there, Olson corresponded with Durant's widow, Fredericka, and upon his return to the United States, she commented how much Olson's letter reminded her of some of her late husband's sentiments about this kind of work.

"It was a great experience. I would love to go back," Olson says. "I like to think of it as a fellowship in perspective. After studying medicine at a cutting-edge Western facility and then being transplanted to a deprived place with so few resources, it gave me a diffe[illegible] perspective on my practice. It was medical care stripped down to its essentials." ●

MGHHOTLINE

Healing hands help wholesome hearts

In recognition of National Blood Donor Month, the MGH Blood Donor Center offered free massages Jan. 23, 26 and 30 to all donors who donated blood or blood platelets on those days.

Any trace of pre-donation jitters were soothed away as donors were treated to stress-relieving massages courtesy of Kevin von Braun, owner of Orange Sky Massage.

According to MGH Blood Donor Center staff, this time of year typically has a low donation rate, so employees are encouraged to donate blood or platelets to help MGH patients. "Donations have dropped considerably this winter because of the extended flu season and inclement weather," says Jeanette Arrighi of the MGH Blood Donor Center.

The center, located on Gray 1, is open Monday through Friday, 8:30 am to 4:30 pm. Hours for donating platelets are Monday through Thursday, 8:30 am to 5 pm and Friday, 8:30 am to 3 pm. For more information or to schedule an appointment, call (617) 726-8177. All donors who donate during the month of February will receive a free long-sleeve shirt and a chance to sign a Valentine card that will be attached to a stuffed toy for MassGeneral Hospital for Children patients. This is in honor of Congenital Heart Defect Awareness week.

Local students follow their shadow

Ten motivated high school students from East Boston High School who are interested in learning about potential careers in the health care field "shadowed" various MGH employees Jan. 30 during Boston's annual Groundhog Day Job Shadow Day. Several MGH departments, including the Office of the President, Patient Care Services and Police and Security, participated in this year's event.

Job Shadow Day at the MGH is a collaboration between the Boston Private Industry Council and the MGH Community Benefit Program, which sponsors Boston public schools partnerships with East Boston High School and the Timilty Middle School. The MGH ProTech and Summer Jobs for Youth programs also are a part of the MGH partnership with East Boston High School. Groundhog Day Job Shadow Day is supported by the MGH/EBHS partnership and the School Partnership Initiatives in the MGH Community Benefit Program. ●

High school students with MGHers and a friendly groundhog at Job Shadow Day.

ADVANCES

Study finds protein role in endometrial cancer

A collaborative study among MGH researchers from Pathology, Urology and the MGH Vincent Obstetrics and Gynecology Service suggests that a protein known to have a role in regulating cell growth is involved in the development of endometrial cancer, one of the most common gynecological tumors. Earlier research had shown that the protein – called Cables – helps to control the proliferation of cells. In the Jan. 1 issue of *Cancer Research* the MGH research team – led by Lawrence Zukerberg, MD, of MGH Pathology, and Bo Rueda, PhD, of the MGH Vincent – reported developing a strain of mice in whom the gene for Cables had been knocked out.

Although the animals appeared healthy, the endometrium (lining of the uterus) in knockout females was overgrown and disorganized, with early-stage cancer seen even in young mice. Studies of human endometrial tissue, both normal and malignant, found that the presence of Cables was reduced during normal proliferation and was lost in most specimens showing abnormal overgrowth or cancer. The results suggest a role for Cables in the pathogenesis of human endometrial cancer and that additional studies of the knockout mice could further improve understanding of the disease.

MGH authors of the study are co-first author Robert DeBernardo, MD, with Maureen Lynch, PhD, Ramey Littell, MD, and Linda Duska, MD, of the MGH Vincent; Sandra Kirley of MGH Urology; and Massimo D'Apuzzo, MD, PhD, of MGH Pathology. ●

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WHAT'S HAPPENING

Tabletop drill

The MGH will be participating in a HEICS – Hospital Emergency Incident Command System – tabletop drill Feb. 9, from 9 am to 1 pm. All MGH Incident Command managers will participate in the drill using a SARS – severe acute respiratory syndrome – scenario. For more information, call Julia Gabaldon at (617) 726-0312.

Prayers for peace

The MGH Chaplaincy will sponsor "Hopes and Prayers for Lasting Peace" Feb. 11, from 12:15 to 12:45 pm at the MGH Chapel. All are invited, and light refreshments will be served following the service. There will be a book in the Chapel beginning Feb. 4 for all to write personal prayers for peace. For more information, call the Chaplaincy office at (617) 726-2220.

MGPO special forum

MGH physicians and staff are invited to attend a special Massachusetts General Physicians Organization (MGPO) forum "IMSuRT Report – Iran Earthquake Rescue Mission," Feb. 11, at 5:30 pm in the O'Keeffe Auditorium. Susan Briggs, MD, of MGH Surgery and director of the International Medical Surgical Response Team (IMSuRT), will speak. For more information, call (617) 724-9080.

Advance directive booth

The MGH Ethics in Clinical Practice Committee, the Patient Education Committee and the Blum Patient and Family Learning Center will co-sponsor an Advance Directive Booth in the Main Corridor, from 6:30 am to 4 pm. The booth will offer information about advance directives, and staff will be available to answer questions.

Boston Stroke Society symposium

The Boston Stroke Society will hold its winter assembly "Migraine and Stroke" Feb. 25, at 7:20 pm in the Wellman Conference Room. A limited-seating dinner prior to the event also will be held with advance reservations. Marie-Germaine Bousser, professor and head of Neurology at the Lariboisiere Medical Faculty and Hospital in Paris, will be the featured speaker. To make a reservation, send e-mail to *cmcgraw@partners.org* by Feb. 20. Cost of dinner is $15 for staff, $5 for residents and fellows.

Basic Biostatistics for Clinical Investigators

The Clinical Research Program, the General Clinical Research Center and the Center for Clinical Nutrition are sponsoring "Basic Biostatistics for Clinical Investigators" in the Walcott 2 and 3 Conference Rooms, Feb. 10, 17 and 24, from 4 to 5:30 pm. The lecture Feb. 10, "Drawing Inferences from Data (Part 1): Estimating and Comparing Means" will cover the basic ideas of estimation and hypothesis testing. Intended for investigators at the fellow and faculty level with minimal statistical experience, this course will consist of one-hour lectures followed by a discussion. Registration is required. To register, visit *http://crnet.mgh.harvard.edu* or call Allison Simmons at (617) 726-1669.

Ethics forum

The MGH Ethics Task Force will sponsor "Exploring the Concept of Hope at End of Life" Feb. 13, from noon to 1 pm in the MGH Sweet Conference Room, Gray Building, fourth floor. Speakers will include Rev. Linda Knight, of MGH Chaplaincy, and Theresa Cantanno-Evans, RN, MS, an MGH clinical nurse specialist. For more information, send e-mail to *acist@partners.org*.

MGHer speaks at Arab Health Fair

Annekathryn Goodman, MD, of MGH Vincent Gynecologic Oncology, was a keynote speaker at the 2004 Arab Health Fair, which was held at the World Trade Center in Dubai, United Arab Emirates (UAE) from Jan. 18 to 24. Goodman chaired the women's health symposium and gave a lecture entitled "The Physical and Psychological Consequences of Gynecologic Cancers and Strategies for Intervention" before an audience of nearly 100 people.

Goodman, right, with Gursrup Gunnun, MD, from Fujariah Hospital in the UAE.

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
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February 13, 2004

MGH HOTLINE

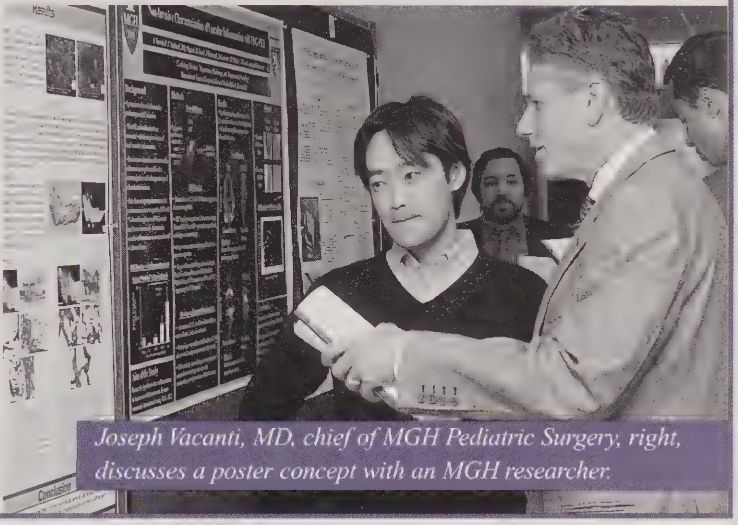
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Research at MGH, growing by leaps and bounds

The continuing growth of the MGH research enterprise was clearly on display during the hospital's annual research symposium and poster session Feb. 4. MGH investigators presented 134 posters – a record number – and 13 of the presentations were named posters of distinction. Future researchers also were represented by eight Timilty Middle School students who showcased their science fair projects.

The scientific symposium following the poster session featured both some high-technology medical applications and an extremely low-technology health maintenance function. Ralph Weissleder, MD, PhD, director of the Center for Molecular Imaging Research,

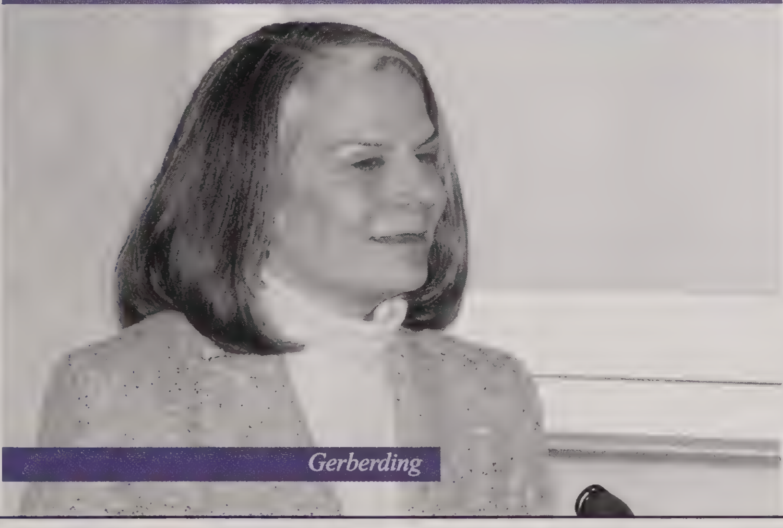
(Continued on Page 3)



Joseph Vacanti, MD, chief of MGH Pediatric Surgery, right, discusses a poster concept with an MGH researcher.

Head of CDC visits MGH

With the recent onslaught of infectious illnesses that have affected the United States and countries abroad, a recent visit from the director of the U.S. Centers for Disease Control and Prevention (CDC) at the MGH was a welcomed one. Julie Gerberding, MD, who has been president of the CDC since 2002, spent the morning at the MGH Jan. 29, speaking to clinicians at a Medical Grand Rounds, talking with staff from the MGH Infectious Disease Division and then meeting with Boston public health officials and local media. Gerberding spoke about a variety of infectious illnesses that the CDC has been closely monitoring – such as severe acute respiratory syndrome (SARS), certain strains of influenza and the bird flu that recently hit Asia.



Gerberding

Protecting MGHers: Smallpox response plan developed

Hospitals must be ready to deal with whatever health care crises may arise – even when the risk is small. That's why planning, preparing and protecting have long been the cornerstones of ensuring a safe hospital environment for patients, families, employees and the entire community.

This week, for example, the MGH staged a tabletop disaster drill designed to help staff sort through the myriad issues that could arise in the unlikely event of an outbreak of severe acute respiratory syndrome (SARS). Each fall, the MGH prepares for the uncertain risk posed by flu season when it encourages employees and patients to consider getting the influenza vaccine.

And for the past year, the MGH has been planning for the small – but very real – risk that dangerous smallpox virus in the wrong hands could be used as a bioterror agent.

In conjunction with local and state health officials, the MGH has developed a detailed smallpox emergency response plan that provides a blueprint to guide the hospital's actions should a case of smallpox be identified here or elsewhere. Fortunately, the smallpox virus is one of the few potential bioterror threats that is preventable by vaccine. A vital component of the hospital's plan, therefore, is to be able to vaccinate all exposed or at-risk individuals promptly if smallpox is diagnosed.

(Continued on Page 2)

— Protecting MGHers: Smallpox response plan developed

(Continued from Page 1)

Prompt vaccination after exposure can at least partially reduce the risk of smallpox.

The greatest level of protection from smallpox, however, clearly comes from vaccination before exposure. With this in mind, the MGH is continuing to offer smallpox vaccinations to volunteer health care workers who might be involved directly in the care of a smallpox patient in the hospital.

"If we are going to ask health care workers and others to tend to the needs of a patient with smallpox, then we need to make sure these employees are well protected," says David Hooper, MD, chief of MGH Infection Control and co-chair of the MGH Smallpox Committee. "We have developed a plan to vaccinate our workers promptly should any exposure occur, but we also want to offer those workers at highest risk of exposure the greatest level of protection with prior vaccination."

> **"PREPARING FOR THE WORST AND HOPING FOR THE BEST CLEARLY IS PRUDENT WHEN THERE IS EVEN THE SLIGHTEST RISK OF SUCH A DEVASTATING AND POTENTIALLY FATAL DISEASE AS SMALLPOX,"**
>
> **— JEANETTE IVES ERICKSON, RN, MS,**

In the past year, approximately 30 MGH staff members have been vaccinated against smallpox. The hospital continues to seek employee volunteers who might be involved in the care of a smallpox patient and are interested in considering pre-exposure vaccination.

MGH Occupational Health is coordinating the hospital's smallpox vaccination program. Those who volunteer will be educated about the vaccine and its risks and screened carefully using the national Centers for Disease Control and Prevention guidelines. Volunteers who have potential contraindications will not be vaccinated.

Across the country, nearly 40,000 health care workers and more than 500,000 military personnel have been vaccinated against smallpox with very low rates of adverse events.

"Preparing for the worst and hoping for the best clearly is prudent when there is even the slightest risk of such a devastating and potentially fatal disease as smallpox," says Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, who co-chairs the MGH Smallpox Committee. "While the risk of smallpox seems remote, the threat does exist. And the consequences of not being adequately prepared could be enormous."

For information about the hospital's smallpox vaccination program, contact Occupational Health at (617) 726-2217. ●

ADVANCES

Gene transfer allows mammals to produce heart-healthy fats

MGH researchers have found that tissues from mice that have been altered to have a gene usually found in the *c. elegans* roundworm contain omega-3 fatty acids, consumption of which protects against heart disease. Usually mammals cannot produce omega-3s from the more abundant omega-6 fatty acids, which do not have the same health benefits. The findings, published in the Feb. 5 issue of *Nature*, could lead to development of omega-3-rich meat, milk and eggs.

"Correction of the usually omega-3-deficient Western diet has become a key step toward reducing the risk of several modern diseases," says lead author Jing X. Kang, MD, PhD, of the MGH Department of Medicine. "The current approach to increasing omega-3s in animal food products is to feed livestock with fish meal or other marine products, which is time consuming, costly and limited by the availability of those feeds."

The researchers developed a strain of mice that have the roundworm gene *fat-1*, which codes for an enzyme that converts omega-6 acids to omega-3s. Tissues from the transgenic mice were found to be high in omega-3s, while the tissues from normal mice had fats primarily consisting of omega-6s, as do most mammals.

The ability to transmit *fat-1* into mammals without losing its effectiveness or causing any apparent harm to the animals raises the possibility of developing farm animals that naturally produce omega-3-rich food products.

Kang's co-authors are Jingdong Wang, MS, and Zhao Kang, MD, of the MGH Department of Medicine, and Lin Wu, PhD, of MGH Dermatology.

– Research symposium and SAC meeting

(Continued from Page 1)

discussed the development of iron-containing nanoparticles to detect lymph node metastases and other advanced imaging applications; and Rox Anderson, MD, of the Wellman Center for Photomedicine, updated the audience on the many applications of light in the diagnosis and treatment of disease. For a low-technology contrast, the keynote address, "Honor Thy Symbionts," by Jeffrey Gordon, MD, of Washington University School of Medicine, and a member of the MGH Scientific Advisory Committee (SAC), described how the bacteria living in the gastrointestinal system are essential to intestinal development.

At its 57th annual meeting held Feb. 5, the SAC – a group of distinguished researchers who advise the MGH – received u[illegible]s on the hospital's research program an[illegible]n collaborative activities across Partners and with Harvard Medical School (HMS). In his review of the first five years of the Center for the Integration of Medicine and Innovative Technology (CIMIT), John Parrish, MD, chief of MGH Dermatology and director of CIMIT, described some of the program's accomplishments and continuing challenges.

Raju Kucherlapati, PhD, scientific director of the Harvard/Partners Center for Genomics and Genetics, detailed the center's progress, and Joseph Martin, MD, PhD, HMS dean, described how the school's new research building is designed to facilitate collaborations among HMS and hospital-based researchers. Marc Kirschner, PhD, chair of the new HMS Systems Biology department, discussed the challenges of moving from research focused at molecular and cellular levels to applying that knowledge to the function of organs and the whole body. The leaders of the new MGH thematic research centers – which now include the Wellman Center – each addressed their developing programs.

The afternoon session started with a review of efforts to improve communication within the research community. William Crowley, MD, director of the MGH Clinical Research Program, then reviewed that program's first seven years and outlined some of the forces that can impede the integration of new research into clinical practice. Also addressing clinical research were Pearl O'Rourke, MD, director of Partners Human Research Affairs, who described the increasing and essential patient-safety requirements, and a panel of clinical researchers who discussed current issues that either helped or hindered their investigations. ●

Lymphatic re-programming of blood vascular endothelium by Kaposi's sarcoma-associated herpesvirus

MGHers at the poster session

Timilty students discuss their science projects with an MGHer

Several honorees from the Pinning Ceremony.

Black History Month recognized at the MGH

The MGH marked the beginning of Black History Month with a special celebration of diversity Feb. 2 in the O'Keeffe Auditorium.

During the celebration, entitled "Resilience: The Heart of the African American Spirit," five MGHers were honored for their contributions to furthering diversity and excellence at the MGH during a Patient Care Services Pinning Ceremony.

The honorees were Michelle Anderson, RN, from White 7; Angelleen Peters-Lewis, RN, from the MGH Endoscopy Unit; Ines Jackson-Williams, RN, from the Same-day Surgical Unit; Christine Williams, RN, from Ellison 19; and David Miller, PCA, from Radiology.

February 13, 2004

MGHHOTLINE

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WHAT'S HAPPENING

Police and security lectures

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EAP work/life seminar

The MGH Employee Assistance Program (EAP) will offer a Work/Life seminar "Basic Budgeting" Feb. 19, from noon to 1 pm in the Wellman Conference Room. Brendan Vigorito, of Consumer Credit Counseling Services, will focus on skills necessary to manage money, use credit wisely and establish long-term financial goals. For more information, call the EAP at (617) 726-6976 or visit *www.eap.partners.org*.

Basic Biostatistics for Clinical Investigators

The Clinical Research Program, the General Clinical Research Center and the Center for Clinical Nutrition are sponsoring "Basic Biostatistics for Clinical Investigators" in the Walcott 2 and 3 Conference Rooms, Feb. 17 and 24, from 4 to 5:30 pm. The Feb. 17 lecture, "Drawing Inferences from Data (Part 2): Estimating and Comparing Proportions" will discuss how to analyze data where the outcome is binary. Intended for investigators at the fellow and faculty level with minimal statistical experience, this course will consist of one-hour lectures followed by a discussion. Registration is required. To register, visit *http://crnet.mgh.harvard.edu* or call Allison Simmons at (617) 726-1669.

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HOPES seminars

The MGH HOPES (Helping Our Patients and Families through Education and Support) program will offer several seminars and support groups in February. Paula Rauch, MD, and Nina Muriel, MD, both MGH child psychiatrists, and Steve Durant, EdD, an MGH child psychologist, will offer "Parenting with Cancer" Feb. 17 and 24, from 11 am to noon. Elizabeth Cook, an expressive arts therapist, will lead "Art and Healing" Feb. 17, from 1 to 2 pm. Luba Zagachin, a yoga instructor, will lead "Gentle Yoga" Feb. 19 and 26, from 11:30 am to 12:30 pm. A "Caregivers Support Group" led by Eileen Joyce, MSW, LICSW, of MGH Social Work, will meet Feb. 19, from 1:30 to 2:30 pm. All events will be held in the Cancer Resource Room on Cox 1. Seminars and drop-in support groups are free, and no prior registration is required. For more information or to obtain a full schedule of workshops, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 724-6737.

MGHers dream of warmer days

Spring is only six weeks away, and in celebration of warmer days to come, the Eat Street Café sponsored "Destination – 85 Degrees" Feb. 6. The café was transformed into a tropical paradise complete with palm trees and flamingos. Employees, patients and visitors sipped island punch and dined on Caribbean cuisine – including Hawaiian pizza, jumbo barbequed spare ribs and fajita beef wraps – while swaying to the rhythm of the Calypso and Reggae music of steel band "Dis and Dat," (*shown below*).

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Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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February 20, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

"Going live" with PACE: A practice's perspective

The support staff of MGH Women's Health Associates (WHA) recently had two guests at their daily staff meeting: Nicole Patenaude, Professional Billing Office (PBO) billing manager, and Melody Craff, MD, PhD, a project coordinator for the PACE (Patient Administrative Cycle Enhancements) project. Patenaude and Craff were there to review the previous day's activities with the support staff. It hadn't been an ordinary day for the busy practice, it was the first day that WHA "went live" with the PACE model, a system designed to streamline the administrative processes associated with outpatient visits.

"The go-live at WHA went very smoothly," says Craff. "Despite seeing more than 100 patients per day, the staff managed all the new PACE processes extremely well."

The seamless transition to the PACE model for WHA, which took place in December, was a result of a great deal of planning and hard work prior to implementation. A PACE project coordinator and a practice liaison – a role filled by either a PBO billing manager or a Practice Support Unit practice representative – work with the practice administrative director, the practice manager and support staff 12 weeks before the "go-live" date. They work with the staff to evaluate any practice-specific issues that may

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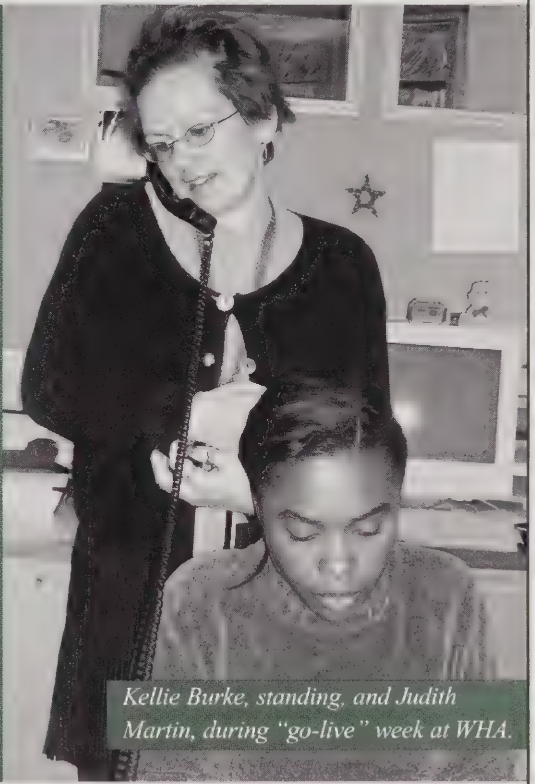

Kellie Burke, standing, and Judith Martin, during "go-live" week at WHA.

Emergency department opens new radiology suite

The MGH Emergency Radiology Department held a ribbon-cutting ceremony Feb. 13 to celebrate the grand opening of a new Emergency Radiology suite.

The new suite will provide state-of-the-art imaging services day and night. It is equipped with two multislice CT scanners, three diagnostic rooms, an ultrasound and an MRI – one of the first emergency room MRI systems to be installed in the country. The suite will be staffed by MGH radiologists consisting of six attending physicians, two fellows with an attending physician available on-call, as well as more than 100 Emergency Radiology technical staff. The suite will help provide patients with immediate scans and minimal wait times as well as limiting patient travel to other departments.

MGHers inaugurate new Emergency Radiology Department suite.

Make a clean sweep: Contest to promote improved hand hygiene

It isn't a typical sweepstakes contest. No magazine subscriptions to buy. No deadlines to meet. No fine print to read. All that is required is for MGHers to strive to improve hand hygiene practices.

The STOP (Stop Transmission Of Pathogens) task force is launching the MGH Clean Sweep(stakes) – a competition among patient care units to have the highest hand hygiene compliance. The goal is to encourage all MGHers to use Cal Stat before and after patient contact. Studies have shown that alcohol-based hand gels, such as Cal Stat, are more effective than soap and water in removing bacteria from hands. The ultimate goal is to reduce the rates of hospital-acquired infections and improve patient care.

For the MGH Clean Sweepstakes, patient care units will be divided into clusters of four to six units (*see chart below*). These units will compete against each other every quarter. MGH Infection Control Unit staff will regularly visit the units to observe compliance with required hand hygiene practices. Observation data is compiled on a quarterly basis, and compliance rates are calculated for each unit. Each quarter, one unit from each cluster will win a Clean Sweepstakes prize.

In addition, each unit has selected one or more hand hygiene "champions," who can be resources for employees on proper hand hygiene techniques.

According to members of the STOP task force, the Clean Sweepstakes is meant to be a fun and friendly competition among the patient care units so that the hospital can improve hand hygiene compliance rates. Staff will compete to win prizes, but the ultimate winners will be MGH patients.

For more information about the contest, contact Rosemary O'Malley at (617) 726-9663, Victoria Brady at (617) 724-6433 or Christine Johanson at (617) 726-0275.

Cluster Units	Total
Medicine – Ellison 10, 11, 14 and Bigelow 9	4
Specialty – CCU, SICU, MICU, CSICU, PACU and Neuro ICU	6
Medicine – White 8, 9, 11, Bigelow 10 and 11	5
Medicine – Ellison 16, White 10, Phillips 20 and 21	4
Orthopædics/Neurology – Ellison 6, 12, White 6 and 12	4
Pediatrics/Gynecology – NICU, PICU, Ellison 17, 18 and Bigelow 7	5
Surgery – Ellison 7, 8, 19 and Bigelow 6	4
Surgery – White 7, Bigelow 13, 14 and Phillips 22	4

— "Going live" with PACE

(Continued from Page 1)

need to be resolved before going live with the PACE model. Practice staff attend PACE training one to four weeks prior to the go-live date to get a better understanding of the workflow and functional enhancements of the PACE model. The practice liaison and the project coordinator stay on site at the practice for three to five days after going live to help answer questions and work out any problems or issues.

The typical question that many practice staff members have is: "What actually happens during the go-live week?" One aspect of transitioning to the PACE model is the process of "flagging" certain patients to speak with a representative from the Registration and Referral Center (RRC), which is the PACE centralized call center. Practice staff will see a flag in the scheduling screen for patients who need to have their registration or eligibility information updated. Practice staff then can transfer flagged patient calls directly to the RRC using a specialized direct line button on their phones. An RRC representative asks the patient a series of questions to update the information – usually taking less than five minutes.

Patients also can update their information when th[illegible] arrive for their appointments by using a dedicated express phone located in the practice, which connects them directly to the RRC. In addition, the RRC helps practice staff by processing referrals in advance of patient visits.

"The first day, we had more than 40 patient records flagged out of some 100 patients the practice saw, which is quite a lot. But the second day was much better," says Patenaude. "I did hear several compliments from patients that the RRC staff was very helpful."

Each day of the go-live process, Patenaude and Craff met with the WHA support staff to review reports about the previous day's activities, which included express phone usage, verification of patient data, transferred calls to the RRC and details about the check-in turnaround times for patients as they arrived for appointments. These reports remain available to practice staff after implementation, so they can track their performance with the PACE model.

Presently, each of the six PACE project coordinators are working with four to five different practices at different stages of the implementation process. All of the MGH primary care practices have gone live with the PACE model, as have three of the MGH health centers.

According to Diane Hanscom, administrative director for the Practice Support Unit, most of the outpatient practices are already in the process of implementation. "Practic[illegible] work hard to prepare during implementation and most do well with the go-live period," she says. "After the first week, practice staff members settle into the new routine." ●

Three MGHers named "Black Achievers"

As MGHers gathered in the O'Keeffe Auditorium Jan. 16 to recognize Martin Luther King Day, three outstanding MGH employees were recognized as Black Achievers – a program sponsored by the YMCA. The Black Achievers program recognizes the professional achievements of black men and women who become involved in programs that help young people of color.

Partners HealthCare has an ongoing commitment to this program, and this year six employees from Partners were selected as Black Achievers for 2004. In addition to the three honorees from the MGH, one achiever was from Partners and two were from BWH.

The MGH honorees were Marva L. Bodden-Carr, from MGH Police and Security at MGH Revere; Yvonne Parr, clinical assistant for the MGH Vincent Obstetrics and Gynecology Services; and Sandra Wright, from the MGH Radiology Center.

The Black Achievers program salutes African-American professionals with outstanding accomplishments both in their careers and in their personal commitment to mentoring young people. Honorees are selected from throughout the Greater Boston community and represent a wide variety of professional pursuits and backgrounds. To be honored as a Black Achiever, a person must demonstrate several outstanding qualities such as a willingness to participate in 40 hours of voluntary community service to benefit the youth; a history of achievement in their professional field as well as a record of progress within their organization and potential for further advancement.

A formal awards gala was held Jan. 29 at the Copley Marriot to recognize all honorees.

Black Achiever honorees, from left, Sandra Wright, Marva Bodden-Carr and Yvonne Parr.

Timilty students show off their scientific skills

Science was on the brains of more than 600 students from the James P. Timilty Middle School who participated in the annual Timilty Science Fair Feb. 2 to 5. More than 30 volunteers from the MGH and Partners participated as judges.

The goal of the fair is for the students to create an experiment where they develop a scientific question, conduct background research, create a testable hypothesis and then design an experiment with one variable. This year's students presented a wide range of topics, from what effects antacids have on stomach acid to who has better scores on spatial tests, boys or girls.

As part of the MGH/Timilty Partnership Science Connection Program, funded by a Howard Hughes Medical Institute grant with the support of the MGH Community Benefit Program, 21 students were paired with mentors from the MGH. The students and mentors met from October to January to perform experiments, collect and analyze data and prepare presentations based on the results. Eight students joined MGH scientists to present their projects at the MGH Scientific Advisory Council Poster Session Feb. 4. All 21 students will present their posters at the MGH Science Connections Showcase Feb. 26, from 9:30 to 11:30 am in the Main Corridor.

For more information about the MGH/Timilty Partnership, call (617) 445-5712 or send e-mail to *sberglund@partners.org*. ●

MGH volunteer judge Galia K. Wise with a Timilty student

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WHAT'S HAPPENING

Police and Security lectures

MGH Police and Security, along with the MGH Safety Department, will host lectures about suspicious packages, suspicious substances, bomb threats and evacuation procedures Feb. 25, from noon to 1 pm at the MGH North End Health Center; Feb. 27, from noon to 1 pm and 1 to 2 pm at the MGH Chelsea HealthCare Center; and March 2, from 8 to 9 am at the MGH Back Bay HealthCare Center. For more information, call Rebecca Coburn at (617) 724-9649 or Marva Bodden-Carr at (781) 485-6464.

Ash Wednesday services

The MGH Chaplaincy Department will offer Ash Wednesday services Feb. 25 at the MGH main campus, CNY, at MGH health centers and Massachusetts Eye and Ear Infirmary (MEEI). At the MGH Chapel, Roman Catholic Mass will be held at 11 am and 4 pm and an Ecumenical service will be held at 12:15 pm. Ashes will be distributed in the chapel between 9 am and 5 pm, and will be delivered once to each patient floor between 8 am and 4 pm. Ashes will be distributed at CNY Building 149, Charlestown HealthCare Center's second floor conference room and in the Sweet Conference Room at MGH Revere, from noon to 1 pm. MGH Chelsea will distribute ashes in the administrative offices, fourth floor, from 8 to 9 am and 12:30 to 1:30 pm. Ashes also will be offered from 10:30 to 1 1 am in the 11th floor patient lounge at MEEI. All chapel services will be broadcast on Channel 16 on the in-house television system.

Eating disorders public forum

As part of National Eating Disorders Awareness Week, the Harvard Eating Disorders Center at MGH will sponsor the eighth annual public forum entitled "Image: From the Inside Looking Out," Feb. 25. The forum will be held at the Gutman Conference Center at the Harvard Graduate School of Education at 7:30 pm. Lisa Hughes, from WBZ-TV 4 News, will serve as moderator. Panel participants will include singer and actress Geri Halliwell, Miss America 2003 Erika Harold and Rebecca Knapp, MD, assistant professor of Child and Adult Psychiatry at UMass Medical School. The forum is free and open to the public. For more information, call the Harvard Medical School Eating Disorders Center at (617) 724-1744.

EAP training for managers and supervisors

The MGH Employee Assistance Program (EAP) will offer a training course throughout the year for managers and supervisors about using the EAP as a resource to assist with behavioral health, mental health and substance abuse concerns. The next training session will be offered March 2, from 8 to 9:30 am in the Burr 3 Conference Room. Additional sessions will be held May 4, July 22, Sept. 7 and Nov. 2. To register, contact the EAP at (617) 726-6976.

AMMP celebrates Black History Month

In recognition of Black History Month, the Association of Multicultural Members of Partners (AMMP) at the MGH hosted speaker Donnie J. Perkins, dean and director of Affirmative Action and Diversity at Northeastern University, Feb. 12 in the Trustees Room. Perkins spoke about the 2004 Black History Month national theme "Brown vs. Board of Education 50th year anniversary," recognizing the groundbreaking US Supreme Court case that ended federally-sanctioned racial segregation in the public school system.

Peter L. Slavin, MD, president of the MGH, Jeannette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse, and Jeff Davis, senior vice president for MGH Human Resources, joined the celebration. Anthony Thomas, of the MGH Cancer Center, sang "Mighty Spirit." Loretta Holliday, chair of AMMP, presented an award and gift to Perkins for his participation in the event.

Perkins

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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www.massgeneral.org/news/

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(617) 726-2206

February 27, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Mass General Imaging Chelsea opens new MRI and CT practice

Mass General Imaging Chelsea held a ribbon-cutting ceremony Feb. 20 to celebrate the grand opening of the newly expanded and relocated MRI and CT facility.

The community-based practice originally opened in January 1999 at 100 Everett Ave., providing Chelsea area residents with access to Mass General Radiology's world-class clinical expertise and state-of-the-art Computed Tomography (CT) technology in a convenient location, right across from the MGH Chelsea HealthCare Center.

The spacious new facility is equipped with cutting edge MRI and CT scanners, with additional space on the premises for future expansion of services.

All MRI and CT exams performed at Mass General Imaging Chelsea are interpreted by MGH's team of world-renowned physicians, and all images and reports can be accessed by any MGH physician through a Partners computer workstation.

Parking is free, and appointments generally are available within 24 hours. ●

Mass
General
Imaging
Chelsea

The staff of Mass General Imaging Chelsea, MGH Radiology leadership and Chelsea city officials.

ADVANCES

Cancer cells can compress blood vessels, block entry of drugs

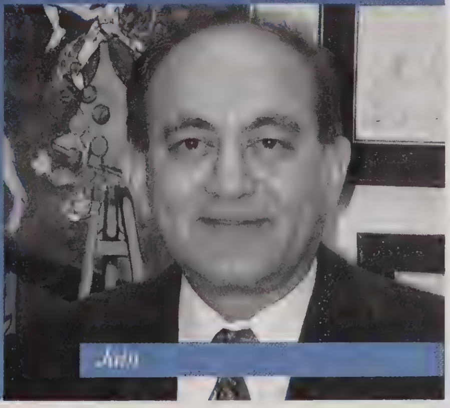
A growing tumor needs an increased blood supply for its proliferating cells. But these new vessels are often disorganized and abnormal and can actually block therapeutic agents from reaching malignant cells. In the Feb. 19 issue of *Nature*, MGH researchers describe how proliferating cancer cells compress both blood and lymphatic vessels within tumors.

"We've known for several years that internal pressure can make it difficult for many drugs to penetrate into a tumor," says Rakesh Jain, PhD, director of the Steele Laboratory in the Department of Radiation Therapy. "Much of our work has focused on fluid pressure within tumors, but this was the first look at solid pressure."

Since fluid pressures inside both tumors and their blood vessels are almost equal, the MGH team investigated whether solid pressure exerted by proliferating cancer cells could compromise blood supply in the same way that stepping on a hose cuts off the flow of water.

Using human tumors implanted in mice, the researchers administered diphtheria toxin, which kills tissue from humans but not from mice, to selectively destroy cancer cells. Analysis of the toxin-treated tumors found that both blood vessels and lymphatic vessels looked much more open than did vessels from untreated tumors, which were largely collapsed. Although the treated blood vessels appeared to be functioning nearly normally, however, treated lymphatic vessels were not functional.

"Some of the new questions we need to investigate are why decompressed lymphatics do not function, what role vessel decompression may play in tumor growth and metastasis, and how we can use vessel decompression to improve cancer treatment," says Jain. Co-authors of the article are Timothy Padera, Brian Stoll, PhD, Jessica Tooredman, Diane Capen, and Emmanuelle di Tomaso, PhD, all of the Steele Laboratory.



Jain

Information update about treating infectious illnesses

With the heightened awareness this winter of such illnesses as severe acute respiratory syndrome (SARS) and different strains of influenza, the MGH Infectious Diseases Division and the Infection Control Unit have been keeping clinicians apprised of any new developments in the spread of these illnesses.

According to David Hooper, MD, chief of the Infection Control Unit, although local flu activity has decreased, there continue to be large outbreaks of flu in poultry in the Far East – including Cambodia, Indonesia, Japan, Vietnam and Taiwan. The strain of influenza A causing these outbreaks, H5N1, is different from the strains found in the United States. There have been a small number of cases of H5N1 influenza transmitted from poultry to humans in the Far East, causing severe illness with high mortality, but with little or no transmission of H5N1 influenza from person to person.

Hooper

There have been four probable or confirmed cases of SARS this season, all in Guangdong Province in southern China, where SARS first began last year. The Centers for Disease Control and Prevention (CDC) now recommend a greater index of suspicion for SARS in patients hospitalized with pneumonia who have a history of travel to that area.

For patients with influenza-like illness, MGH care providers should use droplet precautions status, and ask about the history of contact with domestic poultry or history of contact with a known or suspected human case of influenza A (H5N1) in an H5N1-affected country within 10 days of onset of symptoms.

If a patient meets the SARS or H5N1 influenza case definitions, care providers should place the patient on strict isolation precautions status and consult the Infectious Diseases Division at (617) 726-3812.

If an inpatient is put on a strict isolation precautions status because of suspected SARS or H5N1 influenza, caregivers should place the patient in a negative-pressure room with an anteroom if available. Caregivers also should wear an N95 respirator, gown, gloves and face shield for eye protection.

For more information to help identify cases, make a diagnosis and manage treatment, call the Infectious Diseases Division at (617) 726-3812 or page the Infectious Disease fellow on call.

For more information about infection control and transmission issues, call the Infection Control Unit at (617) 726-2036.

For more information and regular updates about these and related infectious disease issues, visit the Division of Infectious Diseases website at *http://www.mgh.harvard.edu/depts/id/index.html.*

Study volunteers play a key role in medical progress

According to the MGH Clinical Research Program (CRP), study volunteers are critical to the process of bringing scientific discoveries into patient care. Because volunteers are an important aspect of research, the CRP and BWH Center for Clinical Investigation have launched a new initiative – RSVP (Research Subject Volunteer Program) for Health.

RSVP for Health is a registry in which volunteers – both healthy and those with an illness or inherited disorder – can enroll to participate in clinical studies that may help scientists determine whether research holds promise for better treatments, prevention and cures. This registry will help improve timely recruitment of patients and healthy volunteers, which is often a key obstacle in conducting successful clinical trials and advancing medical progress.

Although study volunteers are giving their time, they may receive multiple benefits. They may receive a thorough physical exam; further their medical knowledge; receive reimbursement for out-of-pocket expenses and compensation; have the satisfaction of helping someone who suffers from a chronic, serious or life-threatening illness; and provide important scientific information for developing new disease treatments.

Before enrolling in any clinical trial, volunteers will receive comprehensive information about the study's potential risks and benefits to help make a final decision about participation. Enrolling in RSVP is not a commitment to participate in any trials, nor does it guarantee that a volunteer will be eligible for a particular trial.

Volunteers from every ethnicity, race and age group are needed. For more information or to register, visit *www.rsvpforhealth.partners.org* or call (866) 391-7030. To see a list of current studies at the MGH and BWH, visit *http://crnet.mgh.harvard.edu.*

Preparing for the future: Strategic planning effort begins new chapter

The last of the task force reports have been presented. Months of hard work and planning have been completed. And now the hospitalwide Strategic Planning effort is closing one chapter and beginning a new one.

Members of each of the seven task forces – Clinical Innovation, Quality and Safety, Workforce Issues, Optimal Use of Campus Capacity, New Business Opportunities, Expense Management and Clinical Growth – have presented their formal recommendations to the Strategic Planning Steering Committee. The recommendations now are being compiled into a draft of a roadmap aimed at guiding the hospital into the future.

"I want to thank everyone who has been involved with this planning process," says Peter L. Slavin, MD, president of the MGH. "Many thoughtful, interesting and creative ideas have come to the surface to help make the MGH a stronger, more efficient place to care for our patients and to support our employees. The next few months will be an exciting time as we start putting these ideas into action."

While many of the task force recommendations that came forth during the planning process involved ways to manage costs more effectively an[illegible]hance clinical infrastructures, some of the ideas presented to the St[illegible]g Committee offered creative solutions to improving MGH services. For example, at a Steering Committee meeting held Feb. 23, the New Business Opportunities Task Force presented an inventive idea to bring more revenue to the hospital that involves combining the expertise of the Food and Nutrition Service with Physical Therapy and the Clubs at Charles River Park to provide nutrition, health and wellness services to the general public, to patients and their families, as well as employees.

"We have tried to capture the incredible entrepreneurial spirit that is alive and well here at the MGH," says James Thrall, MD, chief of MGH Radiology and chair of the task force. "We also tried to bring ideas to the table that will enrich the MGH community and that could touch the lives of our patients and their families, as well as our own employees with desirable services."

The Steering Committee, along with key members of the task forces, will hold a half-day retreat in March to review, refine and approve an integrated strategic plan. "Our challenge now is to integrate the recommendations from the task force reports and make important decisions about which recommendations realistically can be executed and in what order they should be implemented," says Allison Rimm, vice president of MGH External Affairs, who is coordinating the Strategic Planning process along with Anne Dubitzky, vice president of Managed Care Contracting and Marketing for the MGH and the Massachusetts General Physicians Organization. Rimm adds, "Some short-term recommendations can be put into motion right away, while long-term suggestions will n[illegible]etailed business planning prior to implementation. There is a great deal more work to be done, but the wonderful work that has been presented so far provides a solid foundation. We are excited and optimistic about the future." ●

Wanted: A few good men and women

In the post- 9/11 world, where the threat of large-scale incidents is a serious concern, the MGH has spent countless hours training and preparing hospital employees for what to do in case of an incident in the community. Training thus far has been aimed at specific groups of MGH employees who traditionally respond to disasters. Now, the hospital is looking for other employees who may not be directly involved in the hospital's emergency response – both clinical and nonclinical – to volunteer as members of the MGH Hazmat (hazardous materials) Response Team.

This initiative has been directed by senior management through the MGH Emergency Management Committee, with support from the Safety Office and the Hazmat Committee.

Steven Taranto, a manager of MGH Human Resources, reports that the outreach program underway has yielded numerous MGH and Partners employee volunteers from the main campus to Charlestown, demonstrating the widespread interest that employees have for this effort. "We would like to remind the MGH and Partners community that there still are opportunities for participating in emergency preparedness and response activities at the MGH," says Taranto.

The Hazmat Response Team is being established both to protect employees and the hospital facility from contamination and to provide decontamination of a large number of contaminated victims of a mass casualty incident or a major industrial accident in the community. The clinical and nonclinical team members will ensure that any patients arriving on campus are decontaminated prior to being treated inside the hospital.

As in all of MGH's emergency response training programs, the safety of participants is the primary concern. Volunteers who qualify for the Hazmat Response Team will receive 32 hours of initial training, will participate in regular practice drills and will maintain annual qualifications to ensure their safety and preparedness to respond to an incident.

Any employee interested in learning more about the Hazmat Response Team, training requirements and the screening process involved should contact Taranto at (617) 724-1567.

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MGH**HOTLINE**

WHAT'S HAPPENING

Senior HealthWISE seminar

The MGH Senior HealthWISE program will offer "Hearty Matters: Lessons in Caring for the Health of Your Heart" March 2, from 11 am to noon in the Walcott Conference Rooms. Kate Traynor, RN, MSN, program director for the MGH Cardiac Rehabilitation Program, will present an overview about heart disease and new trends in treatment. For more information, call (617) 724-6756.

Bloomingdale's shopping day

Bloomingdale's at Chestnut Hill and the MGH Vincent Obstetrics and Gynecology Service will offer a shopping day to MGHers on March 3. Tickets are $10 and entitle shoppers to discounts of 15 percent on nearly everything in the store. All money from the ticket sales will go directly to support MGH Vincent research endeavors. For more information or to purchase tickets, call (617) 724-7884 or send e-mail to *smcgrail@partners.org*.

Biostatistics seminars

The Clinical Research Program is sponsoring "Problem-based Biostatistics Seminars for Physiologic Investigators." Seminars will be held in the Walcott Conference Rooms March 9, 16, 23 and 30, from 3:30 to 5 pm. The seminar series is intended for physiologic investigators who have moderate or substantial statistical experience. The goal of the seminars is to demonstrate alternative statistical approaches to questions explored by physiologic investigators. Registration is required and must be received by March 2. For more information or to register, visit *http://crnet.mgh.harvard.edu* or call (617) 726-1669.

National Patient Safety Awareness Week

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EAP training

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National Women's Month presentation

The Association of Multicultural Members of Partners in honor of National Women's Month will sponsor "Women – Inspiring Hope and Possibility" March 11, from noon to 1 pm, in the Trustees Room, Bulfinch 225A. The guest speaker will be Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse.

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Patel honored with international award

A member of the MGH Orthopædic staff, Dinesh Patel, MD, chief of MGH Arthroscopic Surgery, recently was awarded a Gujarat Garima Award by the government and people of Gujarat, India.

Indian Prime Minister Atal Bihari Vajpayee presented Patel with the prestigious award at the World Gujarati Family Festival organized for non-resident Gujaratis during the Uttarayan Festival in January.

Patel received the award for his outstanding work and achievements in the field of orthopædic surgery as well as his work with ALTSO (A Leg to Stand On), an organization that provides artificial limbs to children who are victims of earthquakes as well as other traumatic medical problems. The award also honors him for the education and training he has provided to orthopædic surgeons in the field of arthroscopic surgery in India for many years.

Patel, front right, receives Gujarat Garima Award.

March 5, 2004

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New MGH chief of Cardiac Surgery selected

After serving as interim chief of MGH Cardiac Surgery since 2003, Gus Vlahakes, MD, has been selected to fill the position permanently. He succeeds David Torchiana, MD, who left the position to lead the Massachusetts General Physicians Organization as chairman and CEO.

"Gus has been a critical success factor over the years of the Cardiac Surgery program," says Ann Prestipino, senior vice president for Surgical and Anesthesia Services and the MGH Cardiac Program. "Because of his effective leadership, collaborative spirit and dedication to making this program flourish, we are confident that he will be an excellent chief."

Before he became interim chief of Cardiac Surgery, Vlahakes served as unit chief of Pediatric Cardiac Surgery in the Cardiac Surgery Division for 16 years. His clinical interests also include adult congenital heart surgery, mechanical circulatory support and arrhythmia surgery. His research interests are right heart function and mitral valve physiology.

He received his medical degree from Harvard

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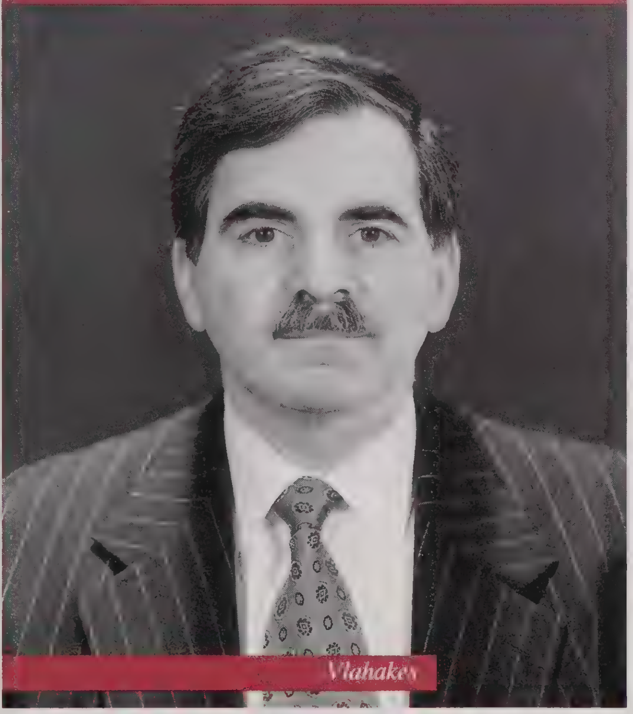

Vlahakes

Addressing inequality in health care: MGH Disparities Committee report

Some studies have shown that despite advances in the modern medical system, racial and ethnic minorities still receive less care and/or lower quality care than white Americans. This message was reinforced when former Surgeon General David Satcher, MD, presented startling data on the issue of racial and ethnic disparities during a visit to the MGH in 2002. Since his visit, the hospital has embarked on an important mission to address these issues within the MGH community and beyond.

The crux of Satcher's presentation – which he also gave to the Boston Public Health Commission – highlighted findings from the Institute of Medicine's (IOM) report "Unequal Treatment," which found that minorities receive lower quality health care than whites even when insurance status, income, age and severity of illness are comparable. The report also emphasized that differences in treating heart disease, cancer and HIV infection partly contribute to higher death rates among minority groups *(See page 2 for findings from the IOM report)*.

Boston Mayor Thomas Menino heard Satcher's message and subsequently invited the presidents of all Boston hospitals – including Peter L. Slavin, MD, MGH president – to participate in a citywide effort to address issues of racial inequality in the health care arena. Satcher's message was the catalyst; Mayor Menino issued a call to action; Slavin spearheaded the efforts at the MGH.

"The information from the IOM report is compelling," says Slavin. "It isn't a question of whether disparities exist or not. They do exist. I hope the MGH can be a true leader in developing policies and strategies to help reduce these inequities and eventually eliminate them."

David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization, adds, "Fortunately, as an institution we have the resources and superb people with the right skill sets to begin to address the issues raised."

What is being done at the MGH?

In February 2003, Slavin appointed Joseph Betancourt, MD, MPH, senior scientist at the MGH Institute of Health Policy and a member of the IOM study committee that produced "Unequal Treatment," and Joan Quinlan, director of the MGH Community Benefit Program, as co-chairs of the newly formed MGH Disparities Committee. Under the auspices of the hospitalwide Diversity Committee, the Disparities Committee is charged with identifying key areas where racial disparities may exist at the MGH; developing solutions to address those disparities; and coordinating hospital efforts with Mayor Menino's citywide initiative.

The committee, which is comprised of MGH staff from various administrative, clinical and patient care areas, has met on a quarterly

(Continued on Page 2)

– Addressing inequality in health care

(Continued from Page 1)

basis to establish a process for addressing disparity issues at the MGH. “We know from the national data that racial disparities in health care do exist,” says Betancourt. “Our goal is to be proactive at the MGH regarding disparities and to explore potential approaches to address these issues in thoughtful and constructive ways. Eliminating these disparities follows the tradition that is a crucial part of the MGH’s mission established many years ago – to provide the highest quality of care for all patients.”

Because of the depth and breadth of the committee’s charge, three subgroups were formed to develop detailed plans move forward with the committee’s goals into 2004. The Quality subcommittee is charged with developing methods for including racial and ethnicity measures into ongoing quality monitoring and improvement initiatives. The Patient Experience and Access subcommittee is charged with evaluating the experience of care at the MGH and evaluating barriers some patients may encounter in accessing care. The Education and Awareness subcommittee will develop a plan to raise awareness regarding disparities and the factors that contribute to them.

“The plans the subgroups have developed so far have been remarkably comprehensive and build upon efforts that are already under way at the MGH,” says Quinlan. “A great deal of work has been done under the leadership of the Diversity Committee to address issues that help eliminate disparities, such as a more diverse workforce and clinician education in providing culturally competent care. The work of these subgroups will help build on this foundation and move us closer to eliminating disparities.”

For more information about the Disparities Committee, call (617) 724-2763. For more information about the IOM report, visit *www.iom.edu*. ●

Key findings from the 2002 IOM report:

- Racial and ethnic disparities in health care exist and are unacceptable.
- Disparities occur in the context of persistent racial and ethnic discrimination in many sectors of American life.
- Many sources – health systems, health care providers, patients and utilization managers – contribute to racial and ethnic disparities in health care.
- Bias, stereotyping, prejudice and clinical uncertainty on the part of health care providers may contribute to racial and ethnic disparities in health care.
- Racial and ethnic minority patients are more likely than white patients to refuse treatment, but differences in refusal rates are generally small, and do not fully explain health care disparities.

IOM recommendations to address disparity issues:

- Increase awareness of existence of disparities among key health care stakeholders.
- Address systems of care, such as:
  Race/ethnicity/language preference/data collection*
  Quality improvement to address disparities*
  Health care workforce diversity improvement efforts**
  Interpretation services**
  Use of community health workers**
  Provider education**
  Patient education*
  Research**

* Areas the MGH is targeting
** Efforts already under way at the MGH

Life-saving support in Niger

MGH Vincent obstetrical generalist Lori Berkowitz, MD, recently spent two weeks performing pelvic reconstructive surgery in a village in the western African country of Niger, under the auspices of the International Organization for Women and Development. For many young women in the village, prolonged labor without medical supervision has resulted in the death of their babies as well as extensive damage to the bladder and rectum. Berkowitz worked with an experienced local surgeon to repair and reconstruct the pelvic tissues to restore the proper functions of the bladder and rectum.

Berkowitz, center, with women from the Niger village.

March 5, 2004

MGH**HOTLINE**

MGH employee awarded for her excellent efforts

Every day MGH employees demonstrate that they are hard working and dedicated to the hospital, patients, families and visitors. Because so many employees go above and beyond the call of duty, Peter L. Slavin, MD, president of the MGH, created the Excellence in Action Award – a program that helps recognize employees who have gone beyond their everyday commitment to the MGH community.

Kristen Eutizzi, RN, of the Bigelow 7 Gynecological Oncology Unit, certainly is one of the MGH's many unsung heroes. Recently she was able to brighten the lives of MGH patient Tracey and her husband John Barker, who had received the devastating news that they had to terminate Tracey's pregnancy because of cervical cancer. On the day the Barkers received this news, they had tickets to attend a Bruce Springsteen concert at Gillette Stadium, but because of Tracey's condition, they were unable to attend. Eutizzi knew of the Barkers exciting plans and the disappointment they experienced, and she did her best to offer them comfort and reassurance.

After a four-day hospital stay, Barker was discharged and left with her discharge papers and instructions for care. Included in the packet were two tickets for the upcoming Bruce Springsteen concert at Fenway Park. Eutizzi had requested and received two tickets, and she even rode her bike to Fenway Park to pick them up before the Barkers left the hospital. ●

Slavin with Eutizzi and nurse manager Judy Newell, RN, MSN.

New MGH chief of Cardiac Surgery

(Continued from page 3)

Medical School in 1975 and completed his residency training at the MGH, where he was chief resident in cardiothoracic surgery. He also served as chief resident in pediatric cardiovascular surgery at Boston Children's Hospital, and studied pediatric cardiovascular physiology at the Cardiovascular Research Institute in San Francisco.

Vlahakes has received numerous awards and honors for his work and currently serves on the editorial advisory boards for the *Journal of Cardiac Surgery* and *European Journal of Cardiothoracic Surgery*. He has co-authored many research studies as well as books and reviews about pediatric and adult cardiac surgery.

"Dr. Vlahakes is a multi-talented cardiac surgeon who has brought many clinical 'firsts' to the MGH," says Andrew Warshaw, M[illegible]chief of MGH Surgery. "His vision and equanimity will be invaluable for the development and organization of cardiac surgical services at the MGH in the years ahead." ●

ADVANCES

Study shows drug can heal, reduce recurrence of fistulas in Crohn's disease

An international study has found that maintenance therapy with the drug infliximab, a monoclonal antibody used to treat Crohn's disease, can prevent or delay the recurrence of fistulas, a common complication of that inflammatory bowel disorder. As reported in the Feb. 26 *New England Journal of Medicine*, patients regularly receiving infliximab were twice as likely to avoid fistula recurrence as were patients receiving a placebo.

Crohn's disease is a chronic inflammatory disorder of the digestive tract that affects about half a million people in the United States. Patients with more severe symptoms may develop fistulas – openings from affected areas of the intestine into other organs or onto the skin – which can seriously impact patients' quality of life. Infliximab targets the inflammatory protein tumor necrosis factor and previously had been shown to reduce symptoms in patients without fistulas and to heal them over a limited period of time.

Led by Bruce Sands, MD, of the MGH Gastroenterology Unit, the double-blinded study enrolled Crohn's patients at 45 sites in North America, Europe and Israel. After a preliminary six-week phase in which all patients receive biweekly infliximab infusions, participants were randomized to receive either infliximab or a placebo every eight weeks for almost a year. Among those that showed an initial response to the medication, fistulas recurred much less frequently among those receiving continuing treatment than those receiving a placebo.

"Fistulas can be a devastating complication of Crohn's disease," says Sands. "While neither medical nor surgical therapy is perfect in treating this complication, our study has shown that maintenance treatment with infliximab can produce durable closure of fistulas in many patients."

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MGH**HOTLINE**

April vacation club

The MGH Backup Child Care Center will sponsor a school-age vacation club, April 20 to 23, from 7:30 am to 6 pm, for employees' children from 6 to 12 years old. Reservations will be taken by phone and in person at the Backup Child Care Center beginning March 8 at 7 am. The cost per child for four days is $220 or $60 per child per day. For more information, contact the Backup Child Care Center at (617) 724-7100.

National Women's Month presentation

The Association of Multicultural Members of Partners in honor of National Women's Month will sponsor "Women – Inspiring Hope and Possibility" March 11, from noon to 1 pm, in the Trustees Room, Bulfinch 225A. The guest speaker will be Jeanette Ives Erickson, RN, MS, senior vice president for MGH Patient Care Services and chief nurse.

Spring 2004 computer training schedule

Partners Information Systems Training has now released the Spring Computer Workshop training schedule for Microsoft Office 2000 applications. All classes will be held at the MGH Training and Workforce Development office, located at 100 Charles River Plaza. For more information, visit *http://is.partners.org/training* for schedules, course descriptions and online registration or call (617) 724-1240.

Bikers wanted for Granite State Quest

The second annual Granite State Quest, a one-day 100-mile bicycle ride throughout southern New Hampshire, will take place June 27. All proceeds will support MassGeneral CancerCare for Children. For more information, visit *www.granitestatequest.org* or contact Chris Lojko in the MGH Development Office at (617) 724-2818.

National Patient Safety Awareness Week

The MGH Office of Quality and Patient Safety is recognizing National Patient Safety Awareness Week March 7 to 13. Posters will be located throughout the Main Corridor focusing on "The Five Steps to Safer Health Care." For more information, call (617) 724-0324.

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(617) 726-2206

Mass General Imaging Chelsea opens new location

Mass General Imaging Chelsea recently held a grand opening for its new location at 80 Everett Ave., Chelsea, MA. Hours of operation are Monday through Friday, from 7 am to 11 pm; Saturday and Sunday 8 am to 7 pm. To schedule an appointment, call (617) 724-XRAY. For more information, call (617)-887-3500 or visit *www.massgeneralimaging-chelsea.org*. The facility is equipped with cutting edge MRI and CT scanners, with additional space for future expansion of services.

Nominating excellence in administrative support

The 2004 Pamela J. Ellis Memorial Secretarial Award nominations now are being accepted. In memory and recognition of the outstanding performance and values of Pamela J. Ellis, who served as an executive secretary at the MGH between 1992 and 1996, an award was established in 1997 to honor MGH secretarial staff who exhibit similarly remarkable qualities in their work. The $1,000 award will be presented at the Secretarial/Clerical Staff Day luncheon April 21.

All MGH executive secretaries, secretaries, administrative assistants, front desk receptionists and operations associates are eligible, and all staff and employees may submit nominations.

The nomination forms may be dropped off in person or through interoffice mail to Sunayana J. Dyer, MGH Human Resources, 75 Blossom Court, or sent by e-mail in a similar format to *sjdyer@partners.org*.

Nomination forms are available online at *http://is.partners.org/hr/affiliates\mgh\Pamelajellis2004.htm* or can be picked up at MGH Human Resources offices at the following locations: Employee Access Center, Clinics 117, White 14, 75 Blossom Court, seventh floor at CNY Building 149, as well as at MGH Chelsea, Charlestown, Back Bay and Revere health centers.

All nominations are due by 3 pm March 25.

March 12, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

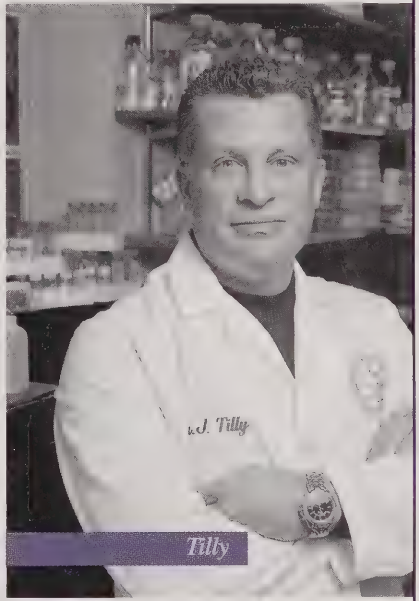
MGH study finds female mammals produce egg cells into adulthood

An underlying principle of female reproductive biology appears to have been overturned by a report from MGH researchers. In the March 11 issue of *Nature*, the investigators report that female mice can make new egg cells well into adulthood. It has been believed that most female mammals are born with a finite supply of these cells, called oocytes, that are lost at a steady rate until the supply is exhausted, leading to menopause in women. "If these findings hold up in humans, all theories about the aging of the female reproductive system will have to be revisited," says Jonathan Tilly, PhD, of the Vincent Center for Reproductive Biology at the MGH, the paper's lead author. "Eventually this could lead to totally new approaches to combating infertility."

For several years Tilly's group has been studying the mechanisms behind the death of oocytes and follicles, the tiny sacs in which the eggs grow. The vast majority of oocytes die through a process called programmed cell death or apoptosis. The team's earlier research confirmed that oocytes destroyed by cancer treatment die through apoptosis. To provide context to their efforts to inhibit oocyte death, the researchers measured the numbers of healthy and dying follicles in mouse ovaries through the animals' lifespan.

What they found was remarkable. In young adult animals, the researchers measured 1,200 dying follicles per ovary, compared with about 3,000 healthy follicles remaining, levels that continued well into maturity. Although such a high rate of follicle loss would completely deplete a fixed population of oocytes, female mice retain healthy egg cells well past one year of age.

"Finding such high follicle degeneration without a reduction in the number of healthy follicles brought us up against the dogma of a fixed supply of oocytes," Tilly says. "The only probable interpretation was that the ovary had to be retaining the ability to make new oocytes and follicles." To investigate that possibility, the researchers ran additional experiments, all of which confirmed that new egg cells were being generated and suggested that the kind of stem cells that make sperm in males also are active in adult females.



Tilly

"These are basic biological findings that may change everything in our field," Tilly says. "Although there's no way to say how long it may take for these findings to actually affect the care of patients, we're very excited about the new set of scientific questions we have to investigate."

Co-authors of the study are first authors Joshua Johnson, PhD, and Jacqueline Canning, along with Tomoko Kaneko, MD, PhD, and James Pru, PhD, all of the Vincent Center for Reproductive Biology. ●

LINKing resources to improve quality of care

A refugee family from Afghanistan came to the United States, searching for a better life. They suffered a great deal of trauma during the war, including the death of the father. The family settled in Chelsea, Mass. The mother, who had been a medical professional in Afghanistan, became ill and could no longer work. Because of the difficulty of adjusting to life in a new country and a new language, the mother began feeling overwhelmed. One of the challenges she faced was seeking help for her child who has asthma. The asthma symptoms were intensified by dilapidated conditions of her rented apartment.

The child now is a patient at MGH Chelsea HealthCare Center, and thanks to a recent medical-legal collaboration, MGH Chelsea is helping eliminate or reduce obstacles many pediatric patients face in obtaining the highest quality of care.

In July of 2003, MGH Chelsea joined forces with the part-time services of attorney Laura Maslow-Armand from the Lawyers Committee for Civil Rights Under Law, to start a pilot program called the MGH Legal Initiative for Kids (LINK). The program provides assistance in obtaining housing and public

(Continued on Page 2)

Maslow-Armand

New programs, leadership for Stoeckle Center

The beginning of the new year marked a new beginning for the John D. Stoeckle Center for Primary Care Innovation. The center debuted its new administrative offices at 50 Staniford St. with an open house held Jan. 22 for clinicians, patients and supporters.

The center's namesake – retired MGH Internal Medicine physician John D. Stoeckle, MD – established the center in 2000 to improve the practice of primary care from the perspective of patients, their families and clinicians.

Stoeckle Center staff and advisory committee members

Not only did the open house showcase the center's new home, but it also provided an opportunity for the center's new leadership to be introduced to the more than 250 attendees. The center's executive director, Susan Edgman-Levitan, brings more than 10 years of experience as a national leader in the quality and safety movement to improve the delivery of health care by incorporating the patient's point of view. As the new medical director of the center, Michael J. Barry, MD, brings a distinguished record of clinical research and patient care as he combines this position with his responsibilities as chief of the MGH General Medicine Unit and director of the MGH Health Services Research Program. And William Kormos, MD, a former Stoeckle Center fellow, will lead the center's educational programs and outreach activities as the center's director of Education.

The leadership team has been working closely with Stoeckle, the center's advisory committee, and John Goodson, MD, of MGH Internal Medicine and secretary of the advisory committee, to chart a course for the center.

As a part of the center's new direction in the area of clinician education, a seminar series was launched in January. Sponsored by the center with financial support from Mr. and Mrs. Robert S. Green, the seminars are videoconferenced to the MGH primary care community every other month. The first topic focused on various resources for patient education.

The next seminar, which will be held March 26, will feature tips on improving difficult interactions with patients and families. To encourage participation, the seminars are held from 7:30 to 9 am, and breakfast is provided for all participating practices. Free videoconferencing is available to any interested practice.

One of the major innovations the center is embarking on in 2004 is the creation of an "Ambulatory Care of the Future" practice. Working with the Massachusetts General Physicians Organization and the Center for Integration of Medicine and Innovative Technology, the center will work with patients and clinicians to identify the key components of an ideal primary care experience and then will build a real office practice that incorporates those components.

For more information about the Stoeckle Center and its programs, call (617) 724-8824 or send e-mail to Pat Gavin at *mgavin@partners.org*.

– LINKing resources to improve quality of care

(Continued from Page 1)

benefits for families who are referred by pediatricians at MGH Chelsea. In the first five months of the program, 30 families were referred. "LINK is a very powerful tool to make concrete differences in patients' lives," says Sarah Oo, MS, director of Community Health Programs at MGH Chelsea. "Because of this program, we are able to couple legal advocacy with pediatric care. The teamwork has directly resulted in improved housing conditions and better access to critical benefits."

The family from Afghanistan is one of LINK's successful interventions. Their living conditions began to improve shortly after they were referred to LINK. Maslow-Armand managed to get the family a significant amount of money that was owed them by a utility company. The landlord was contacted to remedy many problems, and a lasting improvement in the family's resources came from obtaining supplemental security income.

"I barely survived in my homeland, and now for the first time, I am able to live a good life," says the grateful mother.

Maslow-Armand adds, "In the near future, my hope is that the LINK program will work even more closely with the community health team at MGH Chelsea. In collaboration, we will intervene the lives of more families and in more effective ways." ●

Excellence recognized, award established

Jeffrey Cooper, PhD, of Biomedical Engineering, was named this year's recipient of the MGH Board of Trustees' annual Nathaniel Bowditch Prize in recognition of his significant contributions to improving the quality of care while reducing costs. Andrew L. Warshaw, MD, surgeon-in-chief and chairman of the Bowditch Prize Nominating Committee, presented the prize – an award certificate, a lapel pin and a check for $5,000 – last month at a luncheon honoring Cooper and 12 other nominees.

Cooper was recognized for his ongoing work in improving patient quality and safety, and he was nominated by Ronald Newbower, PhD, MGH senior vice president for Research and Technology. A widely respected national leader in the prevention of adverse events and patient injury through research and education, Cooper also is a founder of the Anesthesia Patient Safety Foundation and helped to organize the nonprofit Center for Medical Simulation, which focuses on training in the management of critical events, teamwork and other issues related to patient safety.

Cooper, left, and Warshaw

"I am honored and grateful beyond words to be receiving this Bowditch Prize from the MGH," said Cooper. "I feel that this award is being given in recognition not so much of anything that I have done but more for the fact that the MGH has incorporated patient safety as one of its guiding principles." In response to his honor, Cooper announced his intention to donate the prize money back to the MGH to establish an award to support patient safety programs and improvements.

The Bowditch Prize was established by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch (1773-1838), a pioneer in celestial navigation. Bowditch's two sons were important figures in the history of the MGH. Nathaniel Ingersoll Bowditch served for several years as a trustee, both as a chairman and vice president, and also was responsible for writing the first volume of the MGH's history. His brother, Henry, was a house officer at the MGH in 1832 and became a leader in the treatment of diseases of the chest.

Healthy lives equal healthy hearts

"**It is never too late** to start taking care of your heart," said Kate Traynor, RN, MSN, program director of the MGH Cardiac Rehabilitation Program and guest speaker at the March 2 Senior HealthWISE seminar "Hearty Matters: Lessons in Caring for the Health of Your Heart."

Seniors from the local community gathered in the Walcott Conference Rooms to learn tips on keeping their hearts healthy as they age. Traynor gave an overview of what is known about heart disease, how to predict risks for the disease and treatments and prevention.

According to the American Heart Association (AHA), cardiovascular disease is the number one killer throughout the United States of both men and women. While heart disease was once thought to be a man's disease, it has been discovered that after menopause women have the same risk as men. The AHA also has developed a campaign "Go Red for Women" to educate women about heart disease and its prevention.

Traynor stressed that symptoms in men and women are often different. Men tend to experience pain in the chest, arm and jaw but, for women the symptoms could be sleeplessness and lack of energy.

"Mild symptoms do not equal a mild blockage in the heart. If you think something is not right with your body, have a doctor check it out. The best treatment for heart disease is an early diagnosis," says Traynor.

For more information about the Senior HealthWISE program, call (617) 724-6756.

Traynor

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MGH HOTLINE

WHAT'S HAPPENING

Senior HealthWISE seminar
The MGH Senior HealthWISE program will offer "Have You Wondered about Complementary and Alternative Medicine?" March 16, from 11 am to noon in the Walcott Conference Rooms. Catherine Carlo, MSW, and Debbie Essig, MSW, LICSW, both of MGH Social Services, will discuss what complementary and alternative medicines are, who is using them, ways to get more information and relaxation exercises. For more information, call (617) 724-6756.

EAP work/life seminar
The MGH Employee Assistance Program (EAP) will offer a Work/Life seminar "Anger Management" March 18, from noon to 1 pm in the Wellman Conference Room. Thilo Deckersbach, PhD, of MGH Psychiatry, will focus on the diagnosis and treatment of anger problems. For more information, call the EAP at (617) 726-6976 or visit *www.eap.partners.org*.

CNY blood drive
MGH employees working at CNY are invited to participate in a blood drive March 24, from 8:30 am to 2 pm. The MGH Bloodmobile will be located on Thirteenth Street between Building 149 and the parking garage. For more information, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*.

Colorectal Cancer Awareness Day
The MGH Cancer Center will observe Colorectal Cancer Awareness Day March 24. An information table will be set up in the Main Corridor from 10 am to 2 pm. Information regarding early detection and prevention of colorectal cancer will be available. For more information, call (617) 724-9432.

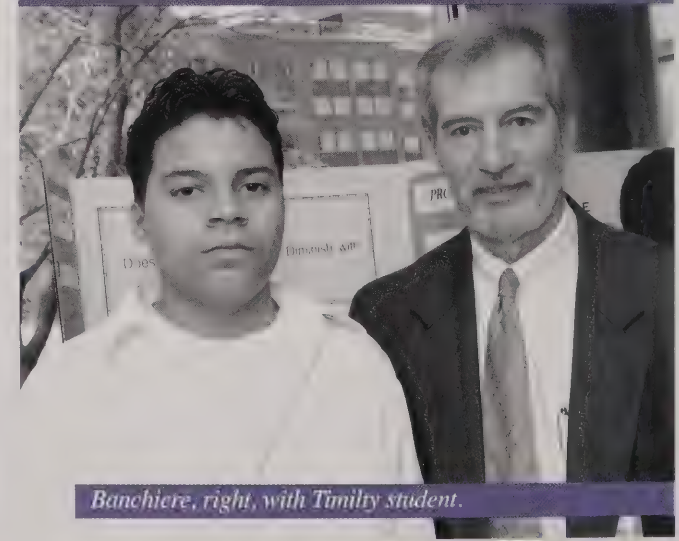
HOPES seminars
The MGH HOPES (Helping Our Patients and Families through Education and Support) program will offer several seminars and support groups in March. A support group "Parenting with Cancer" will be held March 16, from 11 am to noon, led by Paula Rauch, MD, and Nina Muriel, MD, both MGH child psychiatrists, and Steve Durant, EdD, an MGH child psychologist. Elizabeth Cook, an expressive arts therapist, will present "Art and Healing" March 16, from 1 to 2 pm. Oncology pharmacists and nurses will present "Chemotherapy ... What You Should Know" March 17, from noon to 1 pm. Suzanne Landry, MS, RD, LDN, of MGH Nutrition and Food Services, will present "Nutrition and Wellness" March 19, from 2 to 3 pm. Marilyn Brier, of MGH Social Services, will present "My Life After Treatment ... What's Next?" March 19, from noon to 1 pm. All events will be held in the Cancer Resource Room on Cox 1. Seminars and drop-in support groups are free, and no prior registration is required. For more information or to obtain a full schedule of workshops, call the Cancer Resource Room at (617) 724-1822 or the HOPES program at (617) 724-6737.

MGHer honored for outstanding work as mentor

Bill Banchiere, director of MGH Environmental Services, recently was honored by the Timilty Partnership for a decade of outstanding work as a mentor for students during the annual Timilty Showcase Feb. 26.

The MGH/Timilty Partnership pairs students with MGH staff in a variety of mentoring and career-exploration programs. MGHers act as mentors to students – who are preparing projects for annual science fairs at the school, city and state level – and frequently go to the school to offer guidance and advice. Students also visit MGH staff and "shadow" them in the workplace for a day to learn about the career paths that exist within the hospital.

"This experience has been a source of great pride and satisfaction since I joined the program 10 years ago," says Banchiere. "It has been a great honor to work with the students and teachers at Timilty."



Banchiere, right, with Timilty student.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

March 19, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Nursing award recognizes excellence in teaching

Thanks to the vision and generosity of a local businessman, community leader and philanthropist, the first annual Norman Knight Preceptor of Distinction Award was presented Feb.12 to Jennifer Albert, RN, who is a staff nurse in the Ellison 4 Surgical Intensive Care Unit (SICU).

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, left, presents the award to Albert.

The award is named for Norman Knight, who enjoyed a successful career in the broadcasting field before becoming a philanthropist. He approached the hospital with an interest in supporting MGH nurses, and the idea grew into the creation of an award that recognizes nursing preceptors – nurses who teach new nurses through practical experience. The Norman Knight Preceptor of Distinction Award was designed to recognize clinical staff nurses who consistently demonstrate excellence in educating, precepting, mentoring and coaching other nurses. The award will be granted annually.

The other nominees for the award included Lisa Bouvier, RN; Lynda Brandt, RN; Ann Eastman, RN; Marites Escano, RN; Kelley Grealish, RN; Gayle Peterson, RN; Christine Swanson, RN; Katherine Swigar, RN; and Lisa Townsend, RN.

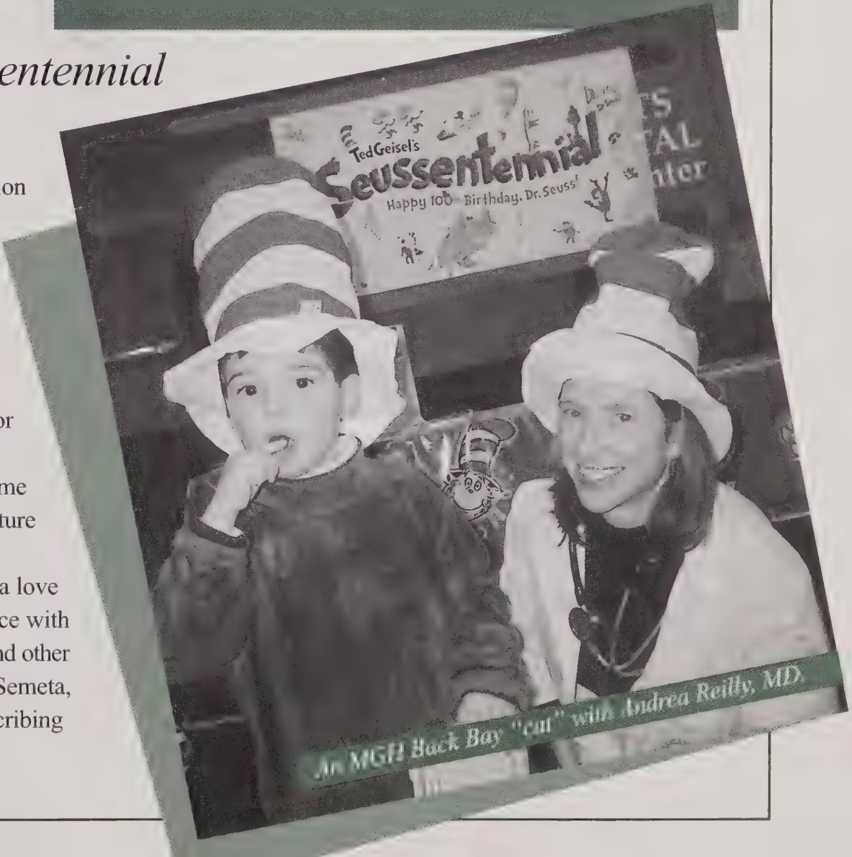
In a letter of support, Albert's nurse manager, Susan Tully, RN, wrote, "Jenn brings to the bedside a wealth of knowledge, a tireless spirit of inquiry and an ability to ensure that the appropriate thing is done for patients and their families. She is able to contextualize her vast experience in a way that is meaningful to new nurses."

MGH Back Bay celebrates Seussentennial

In honor of the 100th birthday of Dr. Seuss and the National Education Association's "Read Across America Day," the MGH Back Bay HealthCare Center held a celebration for all of its pediatric patients March 1 to 5.

Pediatric patients were invited to pledge to read a book with an adult or have an adult read one to them on Dr. Seuss' birthday. After bringing the book to MGH Back Bay, the children received a certificate of participation. Preschoolers received a Dr. Seuss book while school-aged patients received the "Read Across America" book selected for Massachusetts – "Letting Swift River Go" by Jane Yolen. Patients who visited the center also had the opportunity to become the Cat in the Hat as they posed for pictures in the cat's signature striped hat.

"The event was held to encourage our patients to develop a love of reading and to help them associate a fun, positive experience with their doctor's office where they often come for immunizations and other procedures that might be scary to them," says Lisa Brugnoli-Semeta, RN, of MGH Back Bay and the event organizer. "We're prescribing reading to all our patients." ●


Ted Geisel's
Seussentennial
Happy 100th Birthday, Dr. Seuss!

An MGH Back Bay "cat" with Andrea Reilly, MD.

Honoring a generous life

At a recent ceremony held at Mass General West, trustees, staff and friends of the MGH Vincent Obstetrics and Gynecology Service honored the generosity of Joy Kimball, who was a volunteer at both the Vincent Memorial Hospital and the MGH. Kimball spent much of her life in service to the hospital as a member of the Vincent Board of Managers, the MGH Ladies Visiting Committee and the Vincent Club. Yet her greatest gift came after her death: a substantial bequest — the largest ever received by the Vincent.

From left, F. Gardner Jackson, Jr., chairman of the Board of the Vincent Memorial Hospital; Anne Wynne-Willson, member of the Vincent Board of Managers; and Isaac Schiff, MD, chief of the MGH Vincent Obstetrics and Gynecology Service at the celebration.

ADVANCES

TODAY study seeks to identify best treatment for type 2 diabetes in youth

Often referred to as "adult onset" diabetes, type 2 diabetes has become increasingly common in children. The MGH and Joslin Diabetes Center in Boston are among 12 medical centers and affiliates nationwide participating in a first-of-its-kind study focusing on finding the best treatment to combat this growing problem.

The TODAY (Treatment Options for type 2 Diabetes in Adolescents and Youth) study, sponsored by the National Institute of Diabetes and Digestive and Kidney Diseases, will answer critical questions about the most effective therapies for treatment of type 2 diabetes in children. The TODAY study was launched March 15 and is expected to last for five years. Researchers hope to enroll 750 participants – ages 10 to 17 and diagnosed with type 2 diabetes in the past two years – across the 12 sites nationwide.

"The diabetes epidemic is now affecting all segments of the population, including children. Effective therapy is critical since children will have this devastating disease for a lifetime," say[illegible] David M. Nathan, MD, the principal investigator and director [illegible] the MGH Diabetes Center.

The study's main goal is to determine the relative success of the three treatment methods in controlling patients' blood glucose levels. The study also will evaluate the safety and cost-effectiveness of the treatments; the effects of the treatments on insulin production, insulin resistance, body composition, nutrition, physical activity aerobic fitness, quality of life and psychological outcomes, as well as risk factors for eye, kidney, nerve and heart disease, .

For more information about the study, contact Barbara Steiner at (617) 724-5985 or send email to *todaystudy@partners.org*. ●

Casual day turns into pay day

Employees at the North End Community Health Center are raising funds to help establish a new X-ray department for the center. Members of the "North End Jeans Team" have committed to paying $5 to wear jeans in the workplace on Fridays. In three months, more than $1,000 has been raised so far from these contributions. The MGH has contributed $150,000 toward this worthy cause. ●

Front row, from left, Linda Wrenn, Tonya Caruso, Beth Mozuch and Jayne Nichols. Second row, from left, Antonio Sarandrea, Bridget Kearns, Paul McEvoy and Tina Abate. Back row, from left, Deb Magazine and Noreen Manning.

Professor? Please take a chair ...

In a ceremony at Harvard Medical School (HMS) March 2, a new professorship in Radiation Oncology was established and two MGH physicians were named incumbents to radiation oncology professorships at HMS. The physicians honored are Herman Suit, MD, former chief of Radiation Oncology, Jay Loeffler, MD, current chief of Radiation Oncology, and William Shipley, MD, deputy head of clinical research for MGH Radiation Oncology.

The Herman and Joan Suit Professorship of Radiation Oncology was established to celebrate the career of the first chief of MGH Radiation Oncology. Suit formed the Department of Radiation Oncology and developed it into an internationally renowned department. He also initiated proton radiation therapy – a treatment that delivers highly targeted, precise radiation to tumor sites – at the Harvard Cyclotron. In partnership with a team of physicists, engineers and physicians, this led to the creation of the Northeast Proton Therapy Center at the MGH.

The first incumbent to the Suit chair is Jay Loeffler, MD, current chief of MGH Radiation Oncology. Loeffler began his career with the Joint Center for Radiation Therapy at HMS in 1983 where he developed techniques to deliver focal, high-dose radiation for brain and skull base tumors. In 1996, he joined MGH Radiation Oncology as medical director of the service that became the Northeast Proton Therapy Center. He has expanded those treatments and is a world leader in the field of neuro-oncology. In 2000, Loeffler was named chief of MGH Radiation Oncology and the Andres Soriano Professorship of Radiation Oncology.

William Shipley, MD, is moving into the incumbency of the Soriano Professorship. Specializing in the treatment of patients with urologic malignancies, Shipley has spent three decades at the MGH. He is the initiator of the successful treatment of patients with urinary bladder cancer by combining radiation and chemotherapy. The result is the preservation of bladder anatomy function. Shipley also has been a central figure in the design of a series of clinical trials to find new treatments for prostate cancer.

"These physicians have touched – either directly or indirectly – millions of lives throughout the world through their incredible work," says Peter L. Slavin, president of the MGH. "The MGH has been blessed with a long tradition of distinguished and innovative leaders in radiation oncology. I am very proud to honor their academic and medical contributions."

Me and my mentors: Timilty research shines at annual showcase

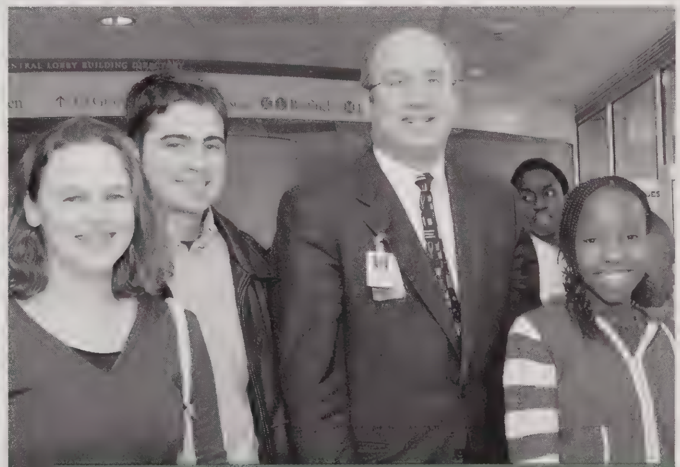
Scientific and medical discoveries are made frequently at the MGH by world-renowned clinicians and researchers. Recently, Peter L. Slavin, MD, president of the MGH, met with scientists of a different kind – James P. Timilty Middle School seventh and eighth-grade students. The Timilty students presented the science fair projects they had been working on for months Feb. 26 as part of the MGH/Timilty Partnership's Science Connection Program Showcase. The MGH/Timilty Partnership is a Community Benefit program of the MGH and Partners HealthCare, and is funded by a grant from the Howard Hughes Medical Institute's Precollege Science Education Program.

Despite the large crowd the showcase attracted, students held up well under the pressure of answering questions about their projects from hospital staff, employees and visitors.

The Science Connection Program matches Timilty students with MGH employee mentors who meet with them biweekly from October to February at the hospital. "We welcome mentors from all walks of life at the MGH, from doctors and nurses to administrators and technologists," says Susan Berglund, manager of the Science Connection Program at Timilty.

At a special reception following the showcase, Timilty eighth-grader Leibis Pena congratulated his mentor, Bill Banchiere, director of MGH Environmental Services, on his 10 years of service as a mentor with the program. "I want to thank you for helping me in every way you could during my science project," said Pena. "In the name of all of the students that you have helped during these 10 years, I want to thank you from the bottom of my heart."

For more information on how to become a Timilty mentor, send e-mail to Berglund at *sberglund@partners.org*. ●



From left, MGH mentors Caroline Benn and Derek Dirocco, both researchers in the Department of Neurology at CNY, Slavin and Timilty seventh-grader Kathleen St. Fleur.

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WHAT'S HAPPENING

EAP work/life seminar
The MGH Employee Assistance Program (EAP) will offer a Work/Life seminar "Nourishing Your Newborn" March 23, from noon to 1 pm in VBK, room 401. Germaine Lambergs, RN, an MGH lactation consultant, will present the latest information on breastfeeding. A tour of the Mother's Corner will be offered. For more information, call the EAP at (617) 726-6976 or visit *www.eap.partners.org*.

CNY blood drive
MGH employees working at CNY are invited to participate in a blood drive March 24, from 8:30 am to 2 pm. The MGH Bloodmobile will be located on Thirteenth Street between Building 149 and the parking garage. For more information or to make an appointment to donate, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*.

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The MGH Cancer Center will observe Colorectal Cancer Awareness Day March 24. An information table will be set up in the Main Corridor from 10 am to 2 pm. Information regarding early detection and prevention of colorectal cancer will be available. For more information, call (617) 724-9432.

Nursing Career Expo
MGH Patient Care Services Human Resources will host a Nursing Career Expo April 4, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about staff nurse, clinical nurse specialist, nurse manager and surgical technologist opportunities at the MGH. For more information, contact Sarah Welch at *shwelch@partners.org* or call (617) 726-5593.

2004 MGH genetics and genomics seminar
As part of the 2004 MGH Genetics and Genomics Seminars for Clinical Investigators Series, the Clinical Research Program will sponsor "Using Genetics and Genomics in Psychiatry" March 26 at Psychiatry Grand Rounds, from 8:30 to 9:30 am in the Ether Dome. Pamela Sklar, MD, PhD, associate director of the MGH Psychiatric and Neurodevelopmental Genetics Unit, will be the guest speaker. All MGH investigators and clinicians are invited to attend. For more information, call (617) 726-1669.

Technologist and Allied Health Open House
The MGH will host a Technologist and Allied Health Open House March 27, from noon to 4 pm in the North and East Garden Dining Rooms. Job openings are available for pharmacists, pharmacy technicians, radiation therapists, as well as technologists in 3D, mammography, nuclear medicine and more. Department representatives will be available. For more information, send e-mail to *nsaulnier@partners.org*.

Partners International Office tax session
The Partners International Office is offering a tax information session for international employees April 5, from 1 to 4 pm in the O'Keeffe Auditorium. This session will cover the proper forms to complete tax obligations based on visa type and sample forms to use as guides. For more information, call Angela Tassiopoulos at (617) 724-2262.

Take Our Children to Work Day
The MGH will celebrate Take Our Children to Work Day April 30, from 8 am to noon. This year's theme is "Today's Vision, Tomorrow's Reality." All main campus employees' children, from 9 to 15 years of age, are invited to participate. Employees must obtain approval from their supervisors or managers, and should be able to provide supervision throughout the day's activities. Registration forms may be obtained by visiting *http://is.partners.org/hr/affiliates/mgh/TOCTWD04.htm* or in the Human Resources offices on White 14, Clinics 114, Bulfinch 360 and 75 Blossom Court. All children must be registered by April 9.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

In Memoriam

A memorial service for Florence "Flo" Willis will be held March 23 at 11 am in the MGH Chapel on Ellison 1.

Willis, an employee of MGH Dietary and MGH Radiology for 45 years, died Nov. 26. At the family's request, Dianne Garcia and Maureen Firnrohr, both of Radiology, will be accepting donations for the Hospice of the South Shore in Willis' name in lieu of flowers. All MGH colleagues and friends are invited to attend.

Willis

March 26, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH prepares for impact of Democratic National Convention

While news headlines during the past few weeks have focused on political aspects of the upcoming Democratic National Convention (DNC), MGH staff have been behind the scenes quietly preparing for the event that comes to Boston July 26 to 29.

About 40,000 to 50,000 people are expected to visit Boston for the convention. The main activities will occur at the Fleet Center, but areas throughout the city will be affected by the infusion of large numbers of people, visits from public figures and convention events. Especially affected will be the MGH main campus as it is in close proximity to the Fleet Center.

For several months, MGH representatives – led by Bonnie Michelman, director of MGH Police and Security and Outside Services – have been discussing these activities with the DNC committee, local and state law enforcement as well as the Secret Service.

"We have spent a great deal of time meeting with public officials and committee representatives to discuss the impact the convention will have on our 16,000 employees and countless patients and visitors who come to the hospital every day," says Michelman. "We continue to get updates from officials about the convention plans as they are developed, and we are working closely with them to make sure the MGH remains fully operational during that time."

Michelman has convened a committee with representation from most areas of the hospital to work out issues that may develop because of the convention. The main factors affecting the hospital include access to the hospital for patients, visitors, employees and emergency vehicles; traffic congestion; transportation difficulties with the shuttle buses and parking limitations.

From a traffic and transportation perspective, there will be times when travel to and from the hospital will be very difficult. Specific information about travel and transportation routes around the Fleet Center area has not yet been finalized. It is expected, however, that the heaviest traffic congestion will occur after 4 pm when the convention activities begin and will extend into the evening. This congestion is likely to affect patients arriving for late afternoon appointments, employees leaving at the end of day shifts and employees arriving for evening shifts.

In addition, half of Staniford Street may be closed for part of those days. Patients still will have access, however, to the physician practices located on that street. Taxis also will have access to Staniford Street.

To help alleviate some of the traffic congestion, the city of Boston has postponed all citywide construction projects during the month of July. This, however, will not delay the construction of the Yawkey Outpatient Center or the research facilities being built at Charles River Plaza.

The Orange/Nashua Street parking lot and the North Station/Fleet Center

(Continued on Page 3)

Helping to find a cure for cancer

Anne Sorrenty and her nieces, Magen Ellis and Erin McCann, are searching for a cure for cancer, and they are committed to raising money to help this cause. Sorrenty, who organized a group called Believe in a Cure for Cancer in New Hampshire, and her nieces recently donated $5,000 to support the research of pediatric brain tumors of Nancy J. Tarbell, MD, of MGH. Radiation Oncology and the MGH Cancer Center, They also donated books and stuffed animals for young cancer patients.

Sorrenty and her nieces raised the money by selling crafts and gift cards at craft fairs that she and her family make. They also previously donated $5,000 to the MGH for adult brain tumor research. ●

From left, Sorrenty, Tarbell, McCann and Ellis

From left, Slutsky, Kirwin and Ball.

PACE prizes for right answers

Do MGHers know what the acronym PACE stands for? Five employees who knew the answer to that and five other questions about the PACE project were picked as winners of the PACE quiz (*at right*) that was distributed through broadcast e-mail. More than 300 people submitted answers, and the following winners were randomly selected from those with correct answers: Laurie Ansorge Ball, Psychiatry; Matthew Kirwin, Police and Security; Barbara C. Lampkin, MGH Vincent Obstetrics and Gynecology Service; Karen Slutsky, Information Systems; and Maria Tovar-Ortiz, MGH Everett Family Care.

MGH Radiation Safety staff honored

The MGH Radiation Safety Office participated in a meeting of the New England Chapter of the Health Physics Society (NECHPS) March 11. The NECHPS's mission is to offer aid in the health physics field, foster dissemination of information among radiation professionals and improve public understanding of issues involving radiation.

Rex Woodleigh, director of the MGH Radiation Safety Office, was a keynote speaker at the meeting and spoke on the topic of radiation errors. Woodleigh described the efforts by the MGH to eliminate errors of this type through the enactment of quality assurance programs in all departments where radiation is used for medical diagnosis and therapy. "The MGH has taken a leadership position in error prevention," said Woodleigh.

At the same meeting, Tara Medich, assistant director of the MGH Radiation Safety Office, was reelected to the NECHPS Board of Directors. Medich will be serving two years in this capacity and also will serve as chairperson of the NECHPS membership committee. ●

How much do you know about PACE?

Test your understanding of the PACE project, an MGH and MGPO effort to improve outpatient registration and insurance referral and hospital billing processes. *See Page 4 for answers.*

1. **What does the acronym PACE stand for?**
   a) Patient Administrative Cycle Enhancements
   b) Professional and Administrative Care Enhancements
   c) Practice Administrative Clinical Enhancements
   d) Patriots Are Considered Excellent

2. **What are some benefits of the PACE implementation?**
   a) A decrease in outpatient practice phone calls relative to referral and insurance issues
   b) Standardized patient experience across practices
   c) Increased accuracy of phone numbers and addresses in IDX
   d) All of the above

3. **What does the acronym RRC stand for?**
   a) Rest and Recuperation Center
   b) Revenue and Reporting Center
   c) Registration and Referral Center
   d) Revenue and Reference Center

4. **What are the main functions of the RRC?**
   a) Schedule patients and update insurance and demographic information
   b) Schedule operating room and process administrative referrals
   c) Update insurance and demographic information and process administrative referrals
   d) Process administrative referrals and schedule patients

5. **What will be implemented during Phase 3 of PACE this fall?**
   a) A new ancillary requisition process that includes preprinted labels
   b) PATCOM for billing for ACD practices
   c) Charge entry closer to the site of service for ACD practices
   d) All of the above

6. **Where will practices learn key information and the status of the PACE project?**
   a) The *Boston Globe*
   b) The six o'clock news
   c) From their practice representative who attends a monthly PACE forum
   d) America Online

ADVANCES

Activity of calcium-handling gene appears to prevent cardiac arrhythmias

Activation of a gene that can correct heart failure by improving calcium metabolism may also help prevent arrhythmias, sometimes-dangerous disturbances in heart rhythm, according to a study from the MGH Cardiovascular Research Center (CVRC). The article in *Proceedings of the National Academy of Sciences* describes how overexpression of the gene for SERCA2a in the hearts of rats reduced arrhythmia after heart muscle injury.

"If these results hold up, SERCA2a gene therapy could help protect patients at risk of arrhythmia from existing heart disease or prevent rhythm disturbances that can occur after cardiac procedures," says Roger J. Hajjar, MD, of the CVRC and the MGH Heart Failure Center, the paper's senior author.

Contraction of any muscle cell requires the correct movement of calcium within the cell. In heart failure the heart muscle is weak and does not pump effectively, partially because SERCA2a, which helps transport calcium between cellular structures, functions poorly. Earlier animal studies by the same CVRC team – led by Federica del Monte, MD, PhD – have confirmed that increasing the expression of SERCA2a could correct heart failure.

In anticipation of clinical trials, a concern was raised that SERCA2a's action could stimulate arrhythmias, a possibility the current study was conducted to investigate. The researchers used standard gene therapy techniques to induce overproduction of SERCA2a in the hearts of normal rats. Two control groups received other genes. Several days later, each rat had one of its coronary arteries tied off and then reopened, producing the kind of heart-muscle injury that can occur with a heart attack.

Contrary to the researchers' earlier concerns, the rats whose hearts overexpressed SERCA2a had less arrhythmia during and after cardiac injury than did the control rats. In addition, the injured area of heart muscle, corresponding with tissue destroyed in a heart attack, was smaller with expression of SERCA2a. In addition to Hajjar and del Monte, the study's authors include Djamel Lebeche, PhD, Luis Guerrero, and Tsuyoshi Tsuji of the CVRC. ●

— Democratic National Convention

(C[illegible]nued from Page 1)

Garage will not be available for employee parking during the convention. Employees who park in these lots will be moved to the new Yawkey Center garage during July.

Employees are encouraged to take public transportation at this time if possible. For those who commute through the North Station T stop, which includes the Green and Orange lines and the commuter rail, this station will be closed. For Green line service, an MBTA shuttle will take passengers from the Haymarket stop to Science Park. Plans are not yet confirmed about the possible rerouting of commuter rail passengers.

Of the 18 routes that Partners shuttles take daily, some will be affected by the convention – including shuttles to the health centers. Alternate routes have been mapped out, but delays still may be expected.

To help relieve some of the traffic congestion and other issues that may occur, supervisors and managers are encouraged to consider the following options:

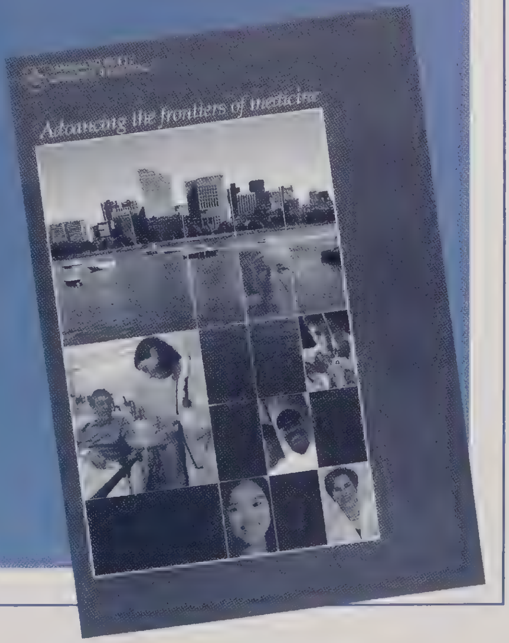
- Consider scheduling ambulatory patients so they arrive and leave by 3 pm on those days. If possible, annual examinations and routine appointments should be rescheduled to days and times that do not overlap with the convention.
- Assess department operations, review any issues with department vice presidents and/or chiefs, and where appropriate, encourage employees who are not essential during the convention week to take vacation/earned time. This includes employees working at MGH facilities at CNY.
- Consider adjusting schedules so employees can leave work or arrive for work by 3 pm on those days.

In addition, employees are encouraged to bring their ID badges home with them, so t[illegible]re readily accessible upon arriving at the main campus the following day. ID badges w[illegible]e necessary for parking purposes and in the case of a citywide emergency.

Further information about plans for the DNC will be distributed throughout the hospital in the coming months. See future issues of *Hotline* for more details. ●

MGH brochures available

The MGH Public Affairs and Marketing departments have produced a brochure that provides a general overview of the MGH. The brochure contains information about patient care, research, education and the history of the hospital. To receive free copies of this brochure, contact Public Affairs at (617) 726-2206 or send e-mail to *Hotline@partners.org*.



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WHAT'S HAPPENING

Identity theft seminar

MGH Police and Security will host "Safeguarding Your Identify from Theft" April 8, from 1 to 2 pm in the Wellman Conference Room. Bonnie Michelman, director of Police, Security and Outside Services, and members of the Special Investigative Unit, will talk about one of the fastest growing crimes in the country, how to spot the signs of identity theft and how to protect your identity.

Free weekend parking for MGH/PHS employees

MGH Parking and Commuter Services has announced that access to the Fruit Street and Parkman Street garages will be free for MGH/PHS employees using front garage access cards beginning April 2 at 6 pm. Employees with weekend access cards may park in the front garages at no charge weekdays from 6 pm to 9:30 am and on weekends from Friday at 6 pm to the next business day – Monday unless an MGH holiday – at 9:30 am. Employees with night access cards now will have weekend parking at no charge. Employees with both night and weekend access cards should use their weekend cards only as the night cards will be deactivated. Employees should turn in the deactivated night cards at the Fruit Street Parking Office. For more information, call the Parking Office at (617) 726-8886.

Psychiatry spring seminar

MGH Psychiatry will host a spring seminar about mental health and wellness Wednesday evenings March 31 to May 26, (except May 5) from 5:30 to 7 pm in the Shriners Auditorium, 51 Blossom St. This program is open to the community and will provide an opportunity to learn about the latest research advances in psychiatry. Space is limited, and registration is required. To request a brochure or to register, call the Mood and Anxiety Disorders Institute Resource Center at (617) 724-8318.

Disabilities awareness seminar

The MGH Council on Disabilities Awareness and the Association of Multicultural Members of Partners will sponsor "Opening Doors: A Dialogue on Disability" April 5. A continental breakfast and information tables will be available from 9:15 to 10 am outside the O'Keeffe Auditorium, and the program will take place from 10 am to 12:45 pm in the O'Keeffe. This program will offer information about a variety of resources to help provide better access and a welcoming environment for all. For more information or to request special accommodations, call Oz Mondejar at (617) 726-5741.

Passover offering

The MGH Chaplaincy staff extends its best wishes to patients, families and staff who are celebrating the Jewish holiday of Passover, beginning at sunset April 5 and continuing through April 13. MGH Chaplaincy will celebrate Passover at the weekly Jewish Healing/Shabbat Service April 9 at 11 am at the MGH Chapel, located on Ellison 1. For more information, call Rabbi Ben Lanckton at (617) 724-3228.

Holy Week services

The MGH Chaplaincy will offer the following services in the MGH Chapel during Holy Week. A Roman Catholic Mass will be held April 3 and 4 at 4 pm. Palms will be distributed on the morning of April 4 to inpatient units and will be available at both Masses. An Ecumenical prayer service will be held April 5, 6 and 7 at 12:15 pm, and a Roman Catholic Mass will be held at 4 pm. Ecumenical prayers for Holy Thursday will be held April 8 at 12:15 pm, followed by a Roman Catholic Mass of the Last Supper at 4 pm. A Good Friday Ecumenical service will be held April 9 from noon to 3 pm, and a Roman Catholic Passion of the Lord and Holy Communion service will be held at 4 pm. A Roman Catholic Easter Vigil Mass will be held April 10 at 7 pm. An Ecumenical Easter Service with Communion will be held April 11 at 1 pm and a Roman Catholic Easter Sunday Mass will be held at 4 pm. For more information, contact the MGH Chaplaincy at (617) 726-2220.

Blood donor center hours

The MGH Blood Donor Center will be staying open an hour later on Tuesdays beginning in April. Appointments for blood donations can be made Tuesdays, from 8:30 am to 5:30 pm, and on Monday and Wednesday through Friday, from 8:30 am to 4:30 pm. To schedule an appointment, call (617) 726-8177.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Answers to the PACE quiz

1. a. Patient Administrative Cycle Enhancements
2. d. All of the above
3. c. Registration and Referral Center
4. c. Update insurance and demographic information and process administrative referrals. (Note – All the incorrect answers included scheduling. The RRC is not involved with scheduling patients.)
5. d. All of the above
6. c. From their practice representative who attends a monthly PACE forum

For more information about PACE, send an e-mail to *paceproject@partners.org*.

April 2, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting covers strategic planning efforts, budget preparations and more

The upcoming implementation of the hospitalwide strategic plan was a major theme of the leadership meeting held March 30, along with developing the FY '05 budget process, hospital construction updates and preparations for the Democratic National Convention.

Allison Rimm, vice president for Strategic Planning and Information Management and co-manager of the strategic planning process, led the discussion about the hospital's strategic plan. Almost 200 people on seven task forces have been involved with the plans. "The level of engagement from everyone in this process has been phenomenal," said Rimm. "We've been very impressed. The energy and personal commitment of all the task force members have been remarkable."

Rimm outlined the process so far. In the initial assessment phase, the task forces re-evaluated the hospital's mission and strategic goals. The strategic goals include achieving budget margin targets, enhancing the excellence of clinical programs, strengthening the focus on quality and patient safety, as well as maintaining a balanced mix of clinical services offered. Some of the challenges – and opportunities – that need to be considered in reaching these goals include looking at patient demand, levels of reimbursement from payors, and legal and regulatory changes.

Rimm also explained the groups' methodology in evaluating potential growth and service mix for the clinical services. Specialties were classified into three categories – services that have been targeted to grow, services in which the hospital is looking to retain current volume and services in which the focus will be on growing niche or specific sub-specialty areas. Rimm emphasized that, when placing services into these categories, the groups also considered the site of care for each area, whether they could grow off campus or whether the service needed to remain on campus.

From this planning process, several striking themes came to the forefront when the task forces reported back to the steering committee.

- A strong consensus that there is a need to grow to maintain the hospital's preeminence in patient care and its position in the marketplace.
- The value of providing high-quality and safe patient care, while attracting, nurturing and retaining its world-class workforce.

(Continued on Page 2)

Kerry's surgery a success

Presidential candidate Sen. John Kerry came to the MGH March 31 to have outpatient surgery on his right shoulder to repair a torn tendon. Accompanied by his wife, Teresa Heinz, and an entourage of Secret Service agents and other members of his staff, Kerry was met by a contingent of local and national press upon entering the hospital. The surgery was declared a success by his surgeon Bertram Zarins, MD, of MGH Orthpædics, who said everything went "very smoothly." Zarins was assisted by Thomas Gill, MD. Kerry was released later in the day to recover at his home in Boston.

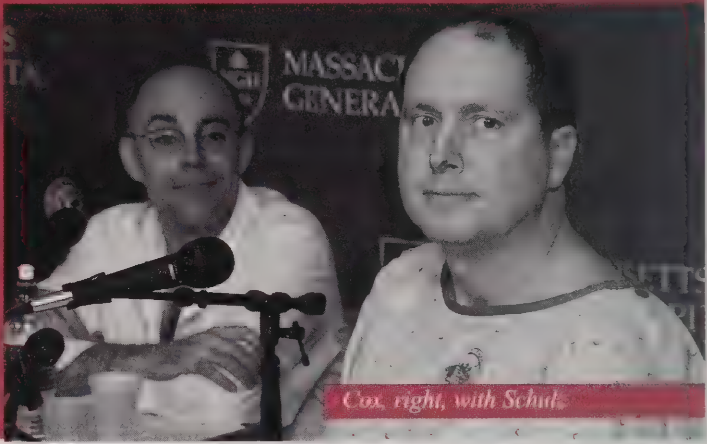
Kerry

A story of survival and loss: MGH patient thanks MGH staff, rescuers

Russell Cox and his wife, Brenda, were avid hikers. They especially loved hiking in the White Mountains of New Hampshire. But their hike on March 21 turned to tragedy when they got lost for two days in a severe winter storm. When they were finally rescued March 23, they both suffered severe hypothermia and frostbite. Brenda Cox was pronounced dead at a New Hampshire hospital, and Russell Cox was transferred to the MGH to receive treatment for his injuries.

Cox shared his horrific story of survival and loss with reporters at a press conference held at the MGH March 29. He took the opportunity to thank his rescuers and the MGH clinicians who have helped him on the road to recovery. "I want to thank the staff at the MGH who have helped me through this difficult time. The level of the quality of care I have received has been superb," he said.

Cox was joined at the press conference by his stepson, Neil Thompson; Lt. Todd Bogardus of New Hampshire Fish and Game, who coordinated the search effort; as well as John Schulz, MD, of the MGH Burn Unit, who has been treating Cox's injuries.



Cox, right, with Schulz

– Leadership meeting covers strategic planning efforts, budget preparations and more

(Continued from Page 1)

- An understanding that investing in information systems and technology is critical to supporting the clinical strategy.
- The need to seek out innovative ideas throughout the hospital and streamline the process of putting them into practice.
- A strong focus on process improvement in all areas of the hospital.
- The importance of communication across departments and services to share best practices and innovative approaches to common problems.

Now that the task force plans have been completed and reviewed by the strategic planning steering committee, they are being consolidated into an overarching strategic plan, which will be presented to certain decision-making bodies throughout the hospital to elicit feedback. Once the feedback is integrated and the final plan is adopted, the implementation phase will begin. Broad communications about the strategic plan will be disseminated throughout the hospital in the spring.

Also at the leadership meeting, Katie Hope, director of the MGH Budget Office, gave a presentation about the current FY '05 budget planning process. A preliminary look at next year's budget predicts a possible budget gap ranging from $45 million to $93 million, depending upon the hospital's capital budget needs.

This estimated range is based on such assumptions as modest inpatient and outpatient volume growth, substantial rate hikes from certain payors, moderate expense growth, significant capital spending and the implementation of major programs in FY '05.

Hope also reported that the hospital did well in the first quarter, but through February, FY '04 patient revenue is $4.2 million behind budget, year-to-date.

David Hanitchak, from MGH Planning and Construction, gave an update about the various building projects at the hospital. The Yawkey Center for Outpatient Care is close to completion with the first occupants moving into the building scheduled for October and a second move six to eight weeks after that. Construction for phase two will begin in 2006 with an estimated completion in 2009.

Construction also continues on the research building at Charles River Plaza, which is expected to open in the fall of 2005. Hotel developer Carpenter & Company will soon begin construction work to create a 300-room, four-star hotel in the former Charles Stree[illegible]

Construction projects on Cambridge Street continue with the renovations of the Charles Street/MGH MBTA station, which will have a new temporary building – or head house – this summer. New sidewalks, curbing, lighting and other changes also will be made on Cambridge Street.

Jean Elrick, MD, senior vice president for Administration, gave an update about potential future construction projects in the Nashua Street area that may help alleviate the hospital's space and capacity constraints.

Bonnie Michelman, director of MGH Police and Security, gave a brief overview of the plans being made to accommodate the Democratic National Convention (DNC), which will be held at the nearby Fleet Center July 26 to 29. She and her staff have been meeting with the DNC planning committee, government officials and law enforcement agencies to ensure that the access to and operations at the hospital are smooth and safe throughout the time of the convention. A hospitalwide committee has been convened to address issues concerning patient care [illegible] to help communicate the convention plans and MGH accommodations to employees, patients and visitors as needed. ●

ADVANCES

Study details brain changes in autism, language disorder

Using advanced imaging technology, an MGH-based research team has identified specific portions of the brain's white matter that are abnormally large in children with autism and developmental language disorder (DLD). The findings confirm that the previously observed overgrowth of white matter occurs after birth and suggest that it may be related to the process of myelination, in which portions of nerve cells called axons are covered with a material called myelin. The report appears in the April issue of *Annals of Neurology.*

The researchers noted that the factor most closely associated with the areas showing the greatest volume increase is when the axons in those areas myelinate, a key step in maturation that allows nerve impulses to be transmitted properly. In both autistic and DLD patients, the most enlarged areas were those that myelinate latest in normal development and where myelination takes a longer period of time.

"Knowing that white matter is most enlarged in the area that develops myelin latest will help us narrow the time window in which to look for the cause of these problems and should help focus future research," says Martha Herbert, MD, PhD, of MGH Neurology and the Center for Morphometric Analysis, the paper's lead author.

The current study used advanced techniques for analyzing magnetic resonance imaging (MRI) studies to subdivide white matter into distinct regions related to the pathways taken by nerve fibers. The results showed that in both the autistic and DLD participants, the outer layer of white matter was significantly larger than among controls, while the inner areas were no different. Both groups of children showed the greatest white matter enlargement in the prefrontal area, at the very front of the brain.

Herbert's MGH co-authors are senior author Verne Caviness, MD, DPhil; David Ziegler; Nikos Makris, MD, PhD; Joseph Normandin; and David Kennedy, PhD.

Contact Center picks up the PACE with new employees

In early December, employees of the hospital's centralized contact center, the RRC (Registration and Referral Center), set out to accomplish a tough but important task – hiring a significant number of employees for the new center by the end of the year. Four months later, the task has been accomplished and the positive effects are being felt throughout the MGH community.

The RRC, located in Medford, is a part of the Patient Administrative Cycle Enhancement (PACE) project, which was introduced to the MGH in 2002. PACE is redesigning the outpatient administrative process, and providing enhanced technology to support the streamlined process, both of which should lead to a significant financial benefit to the hospital.

"The RRC staffers handle transferred calls from practice staff and verify patient insurance and demographic information, as well as process referrals in advance of patient visits," says Ali Burns, generalist for MGH Human Resources (HR).

The recruitment strategy focused on a partnership between HR and the RRC management team, coupled with the technology of Partner's on-line recruitment tool, Webhire. "The web-based application process allowed us to source and track candidates more effectively, thereby minimizing turnaround time for interviewing and hiring," says Burns. "RRC management met with all final candidates to conduct interviews and provide tours of the RRC, showcasing the bright, open layout and team-oriented atmosphere."

The outstanding efforts of the RRC and HR have paid off. The RRC ended the year with its planned complement of staff, the majority of whom work the phones. According to Burns, these employees have produced tremendous amounts of work – placing more than 76,000 outbound calls and processing more than 53,000 inbound calls from September to December. On average, all calls received were answered in 23 seconds – just under three rings.

According to Paul Nealey, director of the RRC, the teamwork among the participants remains solid. "I know we couldn't have hired these quality people over the last five months without the unwavering support and dedication of the HR team."

Picking up the PACE

Patient Administrative
Cycle Enhancements

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WHAT'S HAPPENING

Day of remembrance

In memory of MGH cardiologist Brian McGovern, MD, the MGH Chapel will be open April 8, from 9 am to 4 pm for MGHers to acknowledge the one-year anniversary of his death. A harpist will provide music throughout the day.

Women's health symposium

The Women's Health Coordinating Council and the MGH Vincent Obstetrics and Gynecology Service will host a women's health symposium "Understanding Infertility: Choices and Concerns During a Challenging Time" April 7, from 5 to 7:30 pm in the O'Keeffe Auditorium. For more information or to register, send e-mail to *mmarcella@partners.org*.

Identity theft seminar

MGH Police and Security will host "Safeguarding Your Identity from Theft" April 8, from 1 to 2 pm in the Wellman Conference Room. Bonnie Michelman, director of MGH Police, Security and Outside Services, and members of the Special Investigative Unit will talk about one of the fastest growing crimes in the country, how to spot the signs of identity theft and how to protect your identity.

Compassionate caregiver award

The deadline for the Kenneth B. Schwartz Center's sixth annual Compassionate Caregiver Award is April 16. The award recognizes a Massachusetts caregiver who displays extraordinary compassion in caring for patients. Any paid professional caregiver who works directly with patients in any setting in the state of Massachusetts is eligible for the award. The winner will receive a $5,000 prize. A statewide committee of physicians, nurses, social workers, community health center workers, patient advocates and consumers will review nominations. To receive a nomination form, call Sarah Levenson at (617) 726-0512 or visit *www.TheSchwartzCenter.org* for online nomination forms.

Nursing Career Ladder Initiative

The Nursing Career Ladder Initiative at the MGH will host a "Getting Started in a Nursing Career" workshop April 15, from 11:30 am to 12:30 pm in the Ether Dome. The session will provide insight into the nursing profession, career paths in nursing, entry points for nursing, and licensing and educational requirements. The session is open to all MGH employees. For more information, call Julie Goldman, RN, MSN, at (617) 724-2295 or MGH Training and Workforce Development at (617) 726-2230.

Call for abstracts for Clinical Research Day

The MGH Clinical Research Program invites the MGH community to Clinical Research Day June 24. This day will be a celebration of the range and vigor of clinical research at the MGH. Elias Zerhouni, MD, director of the National Institutes of Health, will give the keynote address at 8 am in the O'Keeffe Auditorium. There will be seven hospital and seven departmental awards for the best clinical research abstracts. The abstract submission deadline is April 15. Abstracts unpublished at the time of submission may be submitted online at *http://crp.abstractcentral.com/*. For more information, send e-mail to *crpedu@partners.org* or call (617) 726-1669.

Weight management class

MGH Nutrition Services will offer a 10-week weight management class called "Winning at the Losing Game" every Tuesday, from 5:30 to 7:30 pm, beginning April 20. The class will include education about nutrition by a registered dietitian, an exercise program supervised by a physical therapist, behavior modification strategies to assist with lifestyle change, and instruction in yoga and martial arts. The class is $240 for MGH employees and $265 for non-employees, and is limited to 15 people. For more information, call (617) 726-2779.

MGPO quarterly meeting

The Massachusetts General Physicians Organization (MGPO) will hold its quarterly meeting April 15, at 5 pm in the O'Keeffe Auditorium. David Torchiana, MD, MGPO chairman and chief executive officer, will provide the welcome. Guest speakers include James O'Connell, MD, president of the Boston Healthcare for the Homeless Program, Rob Sheridan, MD, of the MGH Burn and Trauma Services, and Kristian Olson, MD, the first recipient of the Thomas S. Durant Fellowship in Refugee Medicine. For more information, call the MGPO at (617) 724-9080.

Children and HealthCare Week Art Fair

The MGH will celebrate Children and HealthCare Week April 26 to 30. Pediatric patients, children of employees and students at local schools are invited to submit artwork for the fair. This year's theme is "Who/What Keeps Me Healthy and Safe." Art should be sent to the attention of Child Life, Ellison 17, 55 Fruit St., Boston, MA 02114. Artwork must be done on standard letter-sized paper and include the entrant's name, school, age and phone number on the back. The deadline for submissions is April 16. For more information, call Mary Lou Kelleher, RN, MS, at (617) 724-5720.

Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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April 9, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Special delivery

When Ron and Robin LaGrassa left their Middleton home on the night of April 3 to come to the MGH to have their second child, they had no idea that labor would turn quickly into a roadside delivery far from the hospital. Shortly after leaving the house, Robin LaGrassa's water broke, which accelerated her labor, leaving little choice but to pull over and deliver the baby in the parking lot of the Danvers State Police Barracks – assisted by four Massachusetts state troopers.

Troopers Walter Kennan, Michael Forni, Ronald Baker and Anthony Schena (*shown at right*), who were all on duty when the LaGrassas pulled into the parking lot, assisted Robin in bringing little Colby LaGrassa into the world. Mom, dad and baby are all doing fine. ●

MASSACHUSETTS
STATE
POLICE

The four troopers with Colby LaGrassa at a press conference held at the MGH

Paving the road for career advancement: First Minority Faculty Development Awards

In his 25 years as a mentor and sought-after teacher, Ernesto Gonzalez, MD, of MGH Dermatology and an associate director of the MGH Multicultural Affairs Office (MAO), has worked with many talented young physicians who have trained here. But, when Gonzalez was asked by Peter L. Slavin, MD, president of the MGH, to oversee the selection process for a new clinician-teacher award, the task was even more challenging than he expected. In fact, the caliber of submissions for the first Clinician-Teacher Development Award – part of the Minority Faculty Development Awards program – was so high that the honor was bestowed on two outstanding candidates.

Evans and Mankey
(Not shown is Hurtado, who is in England.)

The MAO, the MGH Office of the President and the Executive Committee on Research (ECOR) are sponsors of the Minority Faculty Development Awards program, designed to help promote the careers of outstanding minority junior faculty. One award is for those pursuing the clinician-teacher track at Harvard Medical School (HMS) and the MGH, and the other is for those pursuing the physician-scientist career track.

This year's recipients of the Clinician-Teacher Development Award are Celina Mankey, MD, of MGH Internal Medicine and Primary Care, and Rocio Hurtado, MD, of MGH Infectious Diseases. The recipient of the Physician-Scientist Development Award is Karleyton Evans, MD, of MGH Psychiatry. While Gonzalez coordinated the selection committee for the Clinician-Teacher Development Award, Win Williams, MD, director of the MAO, facilitated the review of the Physician-Scientist Development Award with the ECOR Subcommittees on Research Review Proposals.

"Win and I are extremely pleased with the high quality of the candidate submissions that we received for both of these awards," says Gonzalez. "The exceptional talent of the outstanding achievers who won the awards certainly has set the bar high for next year's awards.

(Continued on Page 3)

ADVANCES

Nerve damage can affect both sides of body

MGH researchers have found evidence of a previously unknown communication between nerves on opposite sides of the body. In the upcoming *Annals of Neurology,* scientists describe how cutting a major nerve in one paw of a group of rats resulted in a significant decrease in skin nerve endings in the corresponding area of the opposite limb. The study may have major implications for the care of patients with nerve damage and also questions the common practice of using opposite-side tissues as controls in scientific experiments.

"Patients with pain syndromes related to nerve damage sometimes report symptoms on the side opposite their injury, but those reports are usually discounted because there has been no biological framework for the phenomenon," says Anne Louise Oaklander, MD, PhD, director of the MGH Nerve Injury Unit, the report's principal author.

Reports of opposite-side sensory effects of injury date back more than 100 years. No connections are known to exist, however, between nerve cells supplying corresponding areas on the left and right sides. Oaklander and Jennifer Brown studied a group of rats in which the tibial branch of the sciatic nerve was cut in one back paw and in two control groups, one had sham surgery and the other had no procedures. Within one week of injury, rats in the experimental group lost almost all skin nerve endings in the area supplied by the severed tibial nerve and also lost 54 percent of nerve endings in the corresponding area in the opposite paw. No changes were seen in either control group.

"This loss of nerve fibers in the contralateral limb is so precise that the communication is likely to involve nerve cells or the supporting glial cells," says Oaklander. "We need to look into what regulates this communication and how it may be altered to help treat nerve injury and pain patients."

MGH kicks off career development series

MGH Training and Workforce Development will host a series of career development workshops between April 28 and June 1 to inform employees about growing fields in health care. The workshops will highlight medical fields such as nursing, pathology, pharmacy, radiologic technology, respiratory therapy, surgical technology, ultrasound and veterinarian technician careers.

The series is open to all MGH employees. Those who are considering applying for the Support Service Employee Grant or who are interested in pursuing other career development options, are strongly encouraged to attend these sessions.

The first session, highlighting financial aid, the Support Service Employee Grant and tuition reimbursement, will take place April 28, from noon to 1 pm in the lower amphitheater of Clinics 1. For a complete listing of workshops, visit *http://is.partners.org/hr/affiliates/mgh/index.html*, send e-mail to *MGHTraining@partners.org* or call (617) 726-2230.

Match Day matches best of the best

It may still feel like winter, but spring has sprung for medical students across the country who recently learned where they'll be going for their residency training. March 18 was Match Day, when more than 25,000 residency applicants nationwide learned which programs they will enter for graduate medical education (GME) training through the National Resident Matching Program (NRMP).

The NRMP uses a computer-based program to match applicants to available training positions at U.S. teaching hospitals such as the MGH. The "match" is based on how each applicant ranked the training programs and the programs' rankings of the applicants.

Candidates consider many factors in evaluating and ranking residency programs, including the institution's clinical resources, cost of living and other geographic issues, and how highly the program is regarded nationally. This year, 245 positions in 17 MGH and MGH-BWH integrated residency programs were filled through the NRMP and other national matching programs in a broad range of specialties, including Emergency Medicine, Radiology, Plastic Surgery, Psychiatry and Anesthesia.

As in past years, many outstanding applicants interviewed at the MGH. "We were very pleased with this year's match," says Georgi Bland from the MGH Office of GME. "We attract the very best candidates, and the match results show that most of those who were ranked highly by our programs also put us at the top of their lists."

Many of those who matched last month will begin their internships in June and July in programs such as Medicine, Surgery and Pediatrics. Others, who matched to residency programs such as Neurology and Dermatology, may n[illegible] arrive until next year after they have completed an internship at another institution. ●

– First Minority Faculty Development Awards

(Continued from Page 1)

We are very excited that this program will help further the careers of the best and the brightest junior faculty.” The clinician-teacher award is the first of its kind to be given at any of the Harvard teaching hospitals.

Although there has been some progress in increasing the number of underrepresented minorities entering medical schools throughout the country, the number of physicians of color entering training programs in academic medical centers has not kept pace with the available pool. This is particularly evident in the low number of minority physicians occupying academic research and clinician faculty positions. The goal of the Minority Faculty Development Awards program and other initiatives at the MGH is to help address some of the issues that current and future physicians of color face as they enter the world of academic medicine.

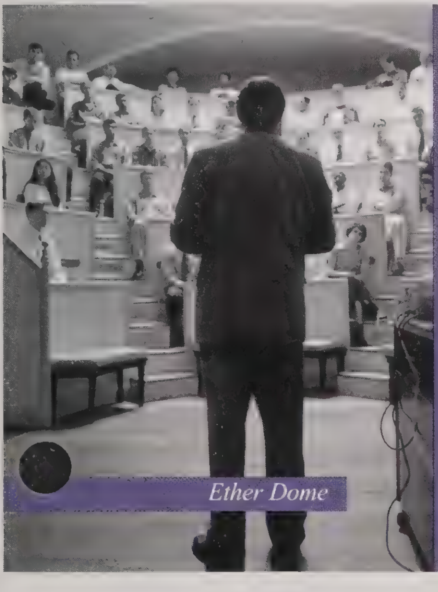
[illegible]is program is intended to provide tra[illegible]tional funding to help develop the careers of underrepresented minority clinicians and researchers,” says Elena Olson, administrative director for the MAO, who helped develop and coordinate the awards. “The hope is that with this support, the awardees will have an increased opportunity to advance to senior positions in academic medicine at the MGH.”

Each award totals $120,000, and is dispersed over several years. The grant money can be used for additional laboratory assistance and non-capital equipment for awardees pursuing the physician-scientist track, and salary support for an educational, clinical service or academic community service project for those pursuing the clinician-teacher track. Another component of the award is a loan forgiveness program to help repay educational loans through a taxable cash bonus.

The clinician-teacher award is supporting Mankey with a project that will help future residents and medical students as well as patients in the community. Her project includes a new curriculum in community medicine for the MGH Internal Medicine residency program and the creation of a community medicine clerkship at the MGH for HMS students. “My hope is that this curriculum will teach residents and students valuable community health assessment skills, enhance their patient care skills among diverse communities and will help implement programs to respond to the needs of patients in the community,” says Mankey, who also is a co-manager of Trainee Affairs for the MAO. “I am extremely grateful to have received this award. It will provide me the opportunity to pursue this work and help me develop as a clinician educator and mentor.”

Hurtado, who currently is training at the Liverpool School of Tropical Medicine in England, received the clinician-teacher award to support clinical service and educational service projects relating to HIV and co-infection with tuberculosis. During the first two years of this award, Hurtado will use the grant money to develop an MGH Mycobacterial Center of Excellence. She will use the final two years of her grant to implement an international teaching module in Peru, where she already has ties through collaborations with HMS, the Peruvian Health Ministry and the nonprofit medical organization Partners in Health.

As a resident in the MGH/McLean Adult Psychiatry Program, Evans serves as a clinical assistant in the dual-campus program. The physician-scientist award recipient is conducting psychiatric neuroimaging research, with a particular interest in differentiating areas of the brain that perceive dyspnea – shortness of breath – from those related to fear and anxiety in patients during panic attacks. His study provides a novel approach to studying the panic phenomena and hopefully will lead to the development of new drugs or treatments for the disorder. “Support from this award enables me to conduct a study of my own design and carve out my own research niche, which is the most enriching part of this award. I’m tremendously grateful for this honor,” says Evans. ●



Ether Dome

Dazzled by the dome

“An outstanding monument to the history of medicine,” is how one visitor to the MGH described the Ether Dome. Home to the first successful public demonstration of the use of ether as an anesthetic in surgery, the Ether Dome – located in the Bulfinch Building on the fourth floor – is a common place for meetings to be held. It also is the resting place for Padihershef, the 2,500-year old mummy given to the hospital in 1823. What MGHers may not realize is that the dome also is a popular destination for tourists visiting Boston.

Examining two guest books – located in the two stairwells leading to the Ether Dome – it is apparent that visitors have passed through the dome to soak in the history of such a monumental event and have enjoyed their experiences. Visitors have come from as far as China, Japan and Australia and from throughout the United States. Comments range from “wow” to “the only place you can take a picture with a mummy” to “amazing to stand where such an important event in history occurred.”

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WHAT'S HAPPENING

MGPO quarterly meeting

The Massachusetts General Physicians Organization (MGPO) will hold its quarterly meeting April 15, at 5 pm in the O'Keeffe Auditorium. Topics will include "Reflections from Boston's Streets: Challenges in the Care of Homeless Persons," "Caring for the Rhode Island Fire Victims" and "Bringing Medical Care to Burmese Refugees." For more information, call the MGPO at (617) 724-9080.

Blood Donor Center hours

The MGH Blood Donor Center will now stay open an hour later on Tuesdays. Appointments for blood donations can be made Tuesdays, from 8:30 am to 5:30 pm, and on Mondays and Wednesdays through Fridays, from 8:30 am to 4:30 pm. To schedule an appointment, call (617) 726-8177.

CRP seminar

The MGH Clinical Research Program (CRP) will sponsor "Developing Industry Budgets for Clinical Research" April 14, from 11:45 am to 1:30 pm in the Wellman Conference Room. Marianne Dyke, education manager of the Center for Clinical Investigation at BWH, will describe budget development and the negotiation process, as well as how to identify common hidden expenses in clinical trials. Registration is required, and seating is limited to 80. To register, visit *http://crnet.mgh.harvard.edu* or call (617) 726-1669.

Smoking cessation program

The MGH Community Health Associates "Pack It In" smoking cessation program will offer "Stop-Smoking Hypnotherapy" at MGH Revere April 27, from 6 to 8 pm, in the first floor conference room. MGH Everett also will offer the program May 25, from 6 to 8 pm, at Everett City Hall in the Keverian Room, third floor. Smoking cessation group sessions will be held at MGH Everett Tuesday evenings April 20 to May 18, from 6 to 7 pm in the first floor conference room and at the MGH Charlestown HealthCare Center Wednesday evenings April 21 to May 19, from 5:45 to 7 pm, in the second floor conference room. Registration is required, and space is limited. To register, call (781) 485-6210 or call Ann-Marie Duffy, MPH, at (781) 485-6400.

Free skin cancer screening

MGH Dermatology will offer a free skin cancer screening May 4, from 5 to 7 pm in WACC 481. Screenings are by appointment only. For more information, call Carolyn Catinazzo at (617) 726-1869.

EAP work/life seminar

The MGH Employee Assistance Program (EAP) will offer a Work/Life seminar "Working and Breastfeeding" April 20, from noon to 1 pm in VBK, room 401. Germaine Lambergs, RN, an MGH lactation consultant, will present the latest information on breastfeeding. A tour of the Mother's Corner also will be offered. For more information, call the EAP at (617) 726-6976 or visit *http://www.eap.partners.org*.

Annual AIDS walk and 5K run

The Partners AIDS Research Center (PARC) has formed a team in support of the AIDS Action Committee with its 19th annual AIDS Walk and 5K Run to raise money for AIDS programs and services. The event will be held June 6. For more information or to join the team, call Kathleen Donnelly at (617) 726-6095.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

Health disparities forum

Peter L. Slavin, MD, president of the MGH, and the hospital's Disparities Committee invite the MGH community to a forum "Racial and Ethnic Disparities in Health: The Past, Present and Future" May 6, from 10 to 11:30 am in the O'Keeffe Auditorium.

The forum will feature two prominent members of the Institute of Medicine committee that issued the "Unequal Treatment" report. Michael Byrd, MD, from the Harvard School of Public Health, who co-authored a book on the history of disparities that was nominated for a Pulitzer Prize, will speak along with Martha Hill, PhD, RN, dean of the Johns Hopkins School of Nursing, who is known internationally for her work in preventing and treating hypertention, particularly among African-American men.

This event is co-sponsored by MGH Nursing, MGH Community Benefits, the Patient Care Services Diversity Steering Committee, MGH Multicultural Affairs Office, the Association of Multicultural Members of Partners and the Massachusetts General Physicians Organization. For more information, call Angela Maina at (617) 724-4613.

April 16, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New Durant Fellows named

Grace Deveney, RN, staff nurse on Bigelow 11, and Katie Fallon, RN, staff nurse on Ellison 20, recently were named the two newest recipients of the Thomas S. Durant, MD, Fellowship in Refugee Medicine.

Surrounded by friends, colleagues and hospital administrators, Deveney and Fallon were honored as fellowship recipients at a special reception in the Trustees Room April 2. Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, introduced this year's fellows, both of whom are nurses in the General Medical Service.

"I look forward to this opportunity to make a difference – to not just be saddened by the way the world is but attempt to make it better in some small way," says Deveney.

The Durant Fellowship was established by friends and colleagues of Durant – who served as assistant director of the MGH – shortly after his death in 2001. The fellowship honors Durant's memory and dedication to service by sponsoring health care professionals who follow in his footsteps serving refugee populations and victims of war and natural disasters.

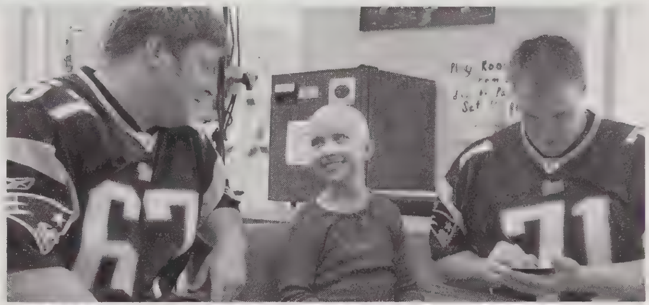
In Fallon's fellowship application, she recalled learning about Durant's contributions to the world and wrote, "I was struck with admiration. I remember thinking to myself, 'that's what I want to do.' Dr. Durant's willingness to help others and his selfless sharing of his knowledge, skill and time inspired me."

Also at the event, the Corcoran family was recognized for their support of the fellowship. They have generously given to the fellowship in memory of John Corcoran who was a close friend of Durant's.

For more information about the Thomas S. Durant, MD, Fellowship in Refugee Medicine, visit *www.durantfellowship.org*.

The Thomas S. Durant, MD
Fellowship for Refugee Medicine

Fallon, left, and Deveney at reception.



A visit from champions

Not only are they world champions, but they are champions in the hearts and minds of young patients and MGH employees alike. These champions are two members of the New England Patriots – this year's Super Bowl winners – who brought warm smiles and loud cheers to the MGH when they stopped by for a visit April 13.

Patriots offensive linemen Russ Hochstein, number 71, and Daniel Koppen, number 67, visited with patients – and their enthusiastic parents – on Ellison 17 and 18. The players signed autographs, posed for photos and, most importantly, sat and talked with patients and their families, recounting the team's stellar season.

Hochstein and Koppen then went on to brighten the rainy spring day for some MGHers in the East Garden Dining Room, where they were greeted with cheers from employees. The players spent more than an hour posing for photos with happy MGH fans.

There are plans to bring additional players to the MGH in the near future. ●

ADVANCES

Studies clarify impact of foods, alcohol on gout

For hundreds of years the painful joint malady gout has been associated with overindulgence in rich food and drink. Now two studies led by an MGH researcher have clarified the impact of foods and alcoholic beverages on gout, the most common form of inflammatory arthritis in men. In the March 11 *New England Journal of Medicine (NEJM),* MGH staff rheumatologist Hyon Choi, MD, DrPH, and colleagues report that consumption of purine-rich meats and seafood increases the risk of gout while dairy foods decrease the risk. In the April 17 issue of *The Lancet,* the same research team published the first conclusive data confirming that some alcoholic beverages raise the risk for gout.

Gout is caused by deposits of uric acid in connective tissue, often in joints of the feet or ankles, that lead to inflammatory arthritis. Symptoms include swelling, redness, stiffness and severe pain. Because uric acid is formed by the breakdown of compounds called purines, gout patients have long been advised to avoid purine-rich foods. Since many animal products are rich in purines, avoidance of animal proteins also has been recommended. The *NEJM* study confirmed that consumption of meat – particularly beef, pork and lamb – significantly increases gout risk but found no increased risk from purine-rich vegetables. In fact vegetable and dairy proteins appear to have a protective effect.

Alcohol increases uric acid levels in the blood, but no study had confirmed that it increased the risk for gout. The *Lancet* study found significant risk increases with consumption of beer and liquor, but no increase from moderate wine intake.

Choi notes that people with a history of gout should consult with their physicians about the results of these studies, since several of the involved foods have other health implications. Both studies were part of the Health Professionals Follow-up Study, based at the Harvard School of Public Health.

Jump aboard for Children and HealthCare week

The MassGeneral Hospital for Children will celebrate National Children and HealthCare Week with a series of events focused on child and adolescent health April 26 to 30. The following events are scheduled to take place:

- **Hurt Alert**
  Pediatric specialists from MassGeneral Hospital for Children will provide an educational program April 26 for professionals and families regarding how to treat pediatric pain.
- **Pediatric Grand Rounds**
  Harvey Zarren, MD, of North Shore Medical Center, will present "The Power of Healing that We All Have and Can Use" April 27, from noon to 1 pm in the Wellman Conference Room.
- **Family-Centered Care Awards**
  Five individuals who embody the guiding principles of MassGeneral Hospital for Children will be recognized at an award ceremony April 28 at 1 pm in the Ellison 17 Playroom.
- **Children's Health Fair**
  In conjunction with Take Our Children to Work Day, the children's [illegible]h fair "Jump Aboard for Good Health" will be held April 30, from 9 am to 3 pm under the Bulfinch Tent. Approximately 50 interactive stations related to health, the science of the body and coming to the hospital will be set up. Artwork submitted by pediatric patients, children of employees and students from local schools will be displayed throughout the tent.

For more information, call (617) 724-5727. ●

April 16, 2004

MGH HOTLINE

Celebrating an exceptional life: Remembering Brian McGovern, MD

He will always be remembered as a remarkable physician, a devoted husband, a doting father, a trusted colleague and a loyal friend. Brian McGovern, MD, the MGH cardiologist who was tragically killed last year, touched the lives of many people. One year has passed since the April 8 murder-suicide that claimed McGovern's life and shocked the MGH community. And to mark this first milestone, many of his friends, co-workers, patients and family members have been commemorating his life and cherishing the memory of this beloved man who meant so much to so many.

For some, remembering McGovern meant celebrating his life in the same way he lived his life – with passion, enthusiasm and with a general feeling of fun and humor. Friends, colleagues, patients and family members gathered Feb. 27 at the Seaport Hotel in Boston for a special event called "Celebrate Brian" to honor McGovern's Irish heritage and fun-loving spirit. Muriel Corcoran, the executive administrator of the Cardiac Arrhythmia Service who had worked with McGovern for almost 20 years, helped coordinate the event, which featured an Irish band, step dancers and traditional Irish cuisine.

> **"THE BEST THAT WE CAN DO [illegible] REMEMBER BRIAN IS TO CONTINUE TO CELEBRATE HIS LIFE AND TO REMEMBER HIS LEGACY OF LOVE, SERVICE AND DEVOTION TO OTHERS."**
>
> — REV. FELIX OJIMBA

"We wanted to celebrate Brian the way we remembered him and honor what he stood for," Corcoran says. "He was such a positive, fun-loving person – full of life. He had the gift of making people laugh. So, we wanted this event to be a big party. Brian would have h[illegible] ball."

Many who attended the event knew McGovern through his work with the Atrial Fibrillation Foundation, an organization that he founded in 2001. The foundation supports patient education and independent research in atrial fibrillation, the most common serious heart rhythm disturbance. The foundation staff and volunteers have vowed to continue his vision to support patients and their families.

Others who knew McGovern recognized this tremendous loss by gathering together in quiet reflection and meaningful prayer at a special service held in the MGH Chapel April 8. Attended mostly by staff from the Electrophysiology Laboratory and Arrhythmia Service, the Cardiac Step-Down Unit and others who had worked closely with McGovern, the service paid tribute to his memory with music, spiritual readings and prayers. Harpists Margot Chamberlain and Sarah McKee performed soothing songs, such as "Carolan's Dream," "Deus meus, Adjuva Me" and "Lament." Flutist John Hurley, who also was a patient of McGovern's, played Irish tunes, such as "The King of Love My Shepherd Is" and "St. Patrick's Breast Plate" in McGovern's memory. Rev. Felix Ojimba and Rev. Mary Martha Thiel shared inspirational readings in his honor. Harp music was played throughout the day for those who wanted to visit the Chapel to quietly pay their respects to McGovern's memory.

"The best that we can do to remember Brian is to continue to celebrate his life and to remember his legacy of love, service and devotion to others," said Ojimba.

McGovern had an extraordinary 23-year career at the MGH. During his tenure, he was well known as a doctor's doctor – a physician who many colleagues confided in, consulted with and looked to for advice and wisdom. He built one of the largest cardiology practices in New England and was widely known as an expert in cardiac arrhythmia.

He was a sought-after lecturer, a highly respected teacher, and in addition to his commitment to patient care, he devoted much time to important clinical research. For many years, he served as medical director for the Ellison 10 Cardiac Step-Down Unit. Every Wednesday McGovern traveled to Albany, NY, to see patients at the highly successful outreach arrhythmia program that he founded and built.

McGovern

"While one year has passed since this incomprehensible tragedy took place, those who were closest to Brian have spent these past twelve months remembering his deep devotion to his family, his profound dedication to his patients, and his unflagging support of his colleagues and friends," says Jeremy Ruskin, MD, a colleague of McGovern's in MGH Cardiology and a close friend. "As the journey of healing continues for all who were so deeply wounded by his loss, Brian's legacy lives on through wonderful memories of him and the inspiration his example will always provide. We honor him every day in caring for our patients and each other." ●

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MGHHOTLINE

WHAT'S HAPPENING

Schwartz Center speaker series

The Kenneth B. Schwartz Center Speaker series will sponsor "Literature and Medicine: Bridging the Divide" May 3, from 6 to 7 pm at Harvard Pilgrim HealthCare, 93 Worcester St. (Rte. 9), Wellesley. Rita Charon, MD, director of the Program in Narrative Medicine at Columbia University Medical Center, will speak about how reflective writing can increase the empathy caregivers feel for their patients, and how patients and families can benefit from caregivers who focus on humanizing medicine. Registration is required by April 28. To register or for more information, send e-mail to *SchwartzCenter@partners.org* or call (617) 724-4746.

EAP offerings

The MGH Employee Assistance Program (EAP) will offer a Work/Life seminar "Kids and Drugs – Current Trends" April 22, from noon to 1 pm in the Wellman Conference Room. Leslie P. Strachan, LICSW, and Marc Bolduc, MSW, both of the EAP, and Martha Kane, PhD, clinical director of MGH Addiction Services, will discuss the type of drugs kids are faced with today, signs and symptoms of use and abuse and how to communicate with kids about drugs.

The EAP also will offer a training course for managers and supervisors about using the EAP as a resource to assist with behavioral health, mental health and substance abuse concerns May 4, from 3:30 to 5 pm in the Burr 5 Conference Room. The following session will be held July 22. For more information, call the EAP at (617) 726-6976 or visit *http://www.eap.partners.org.*

PIE Awards nominations

The Partners in Excellence (PIE) Awards web nomination period has been expanded to allow nominations to be submitted throughout the year. Effective April 16, nominations for individuals and teams can be submitted online. Online nominations submitted during the spring and summer will be reviewed during October when the selection committee meets. Only individuals employed by the institution during the time of selection will be considered for an award. For more information or to submit a nomination, visit the PIE Awards website at *http://intranet.partners.org/pie/.*

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
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CRP seminar

The Partners Human Research Committee and the MGH Clinical Research Program are sponsoring "How to Write Research Consent Forms that Subjects Understand – A Plain Language Workshop," May 6, from 8:30 am to 12:30 pm in the Charles River Plaza Training Dept. Room 210. Sue Stableford, MPH, MSB, will discuss the principles of plain language and how to determine readability. There is a $50 fee for this course, and enrollment is limited to 30. Registration is required. A continental breakfast will be served. To register, visit *http://crnet.mgh.harvard.edu*, or call (617) 726-1669. Nurses will be awarded 4.5 contact hours.

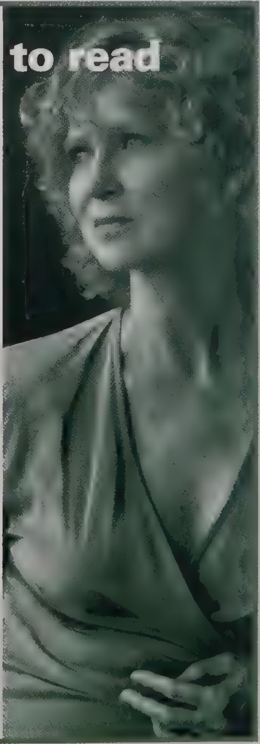
Pain Relief Champions course

The MGH Cares About Pain Relief Initiative is sponsoring the annual Pain Relief Champions course, April 26 in the Wellman Conference Room and May 18 in the Walcott Conference Room, both from 7:30 am to 4:30 pm. This course will cover a wide range of pain-related topics, and participants will be prepared to be agents for improved care of patients in pain in their own work settings. For more information or to register, contact Tom Quinn at (617) 726-0746 or visit *www.massgeneral.org/painrelief.*

Menopause and your health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" April 27, from 6 to 8:30 pm at Mass General West in Waltham. Susan Oliverio, MD, of the MGH Department of Medicine and president of Health in Partnership, Inc., developed this program to help women better understand the facts about menopause and current treatment options. For more information, call Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org.*

Author Sue Miller to read



Sue Miller, best selling author of *The Good Mother* and *While I Was Gone,* will give a reading from her latest book, *The Story of My Father,* which recounts the author's experience as a caregiver for her father who had Alzheimer's. The reading will be held May 18, in the Walcott Conference Rooms, from 5 to 7 pm, followed by a book signing. A representative of the Massachusetts Alzheimer's Association will be available to provide resource information and answer questions. The event is sponsored by The MGH Senior Health Family-Caregiver Support Program. Seating is limited. To register, call (617) 724-7324.

April 23, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Twice as nice: Patriots players visit MGH

For the second time this month, the MGH was host to team members of the Super Bowl Champion New England Patriots, who visited the hospital April 20.

Fullback Patrick Pass, number 35, and running back Kevin Faulk, number 33, spent the afternoon visiting pediatric patients on Ellison 17 and 18 and the Pediatric Intensive Care Unit. The players met with excited patients and parents, signing autographs, posing for pictures and ultimately bringing a little off-season cheer to the units.

Patriots players pose with Pediatrics staff

Later that day, the players spent time with MGHers in the East Garden Dining Room, chatting with employees and posing for photos.

"The visit from the players put smiles on the faces of patients and employees," says Bonnie Pray, of MGH Human Resources. "The children they spent time with probably will never forget the excitement and happiness of meeting the players just as MGHers were thrilled to have the opportunity to do the same. It was a great day." ●

ADVANCES

New approach offers potential drug-discovery shortcut

Researchers from the MGH Cardiovascular Research Center (CVRC) have developed a way of identifying promising new drugs that may get around a major challenge in drug discovery. In the May issue of *Nature Biotechnology* the team describes using an animal model to screen for a compound that suppresses a serious genetic mutation without first identifying a molecular target for the new drug, something that is a key bottleneck in current procedures.

"This is a totally different approach that shows how, without knowing the best target, you can screen for drugs that could reverse a disease and in the process learn something new about the underlying biology," says Randall Peterson, PhD, of the CVRC, the paper's lead author.

The researchers started with embryos of zebrafish with a mutation called gridlock, which prevents the correct development of the circulatory system in the lower portion of the body. By exposing a panel of these embryos to a library of 5,000 small molecules, they identified two that prevented expression of the gridlock mutation. Further study with the most powerful of these compounds indicated that it was most effective at a developmental stage right before and during the formation of major vascular structures and promotes the activity of a key angiogenesis factor.

"While this molecule may eventually have clinical application in promoting vascular growth after heart attack, stroke or injury, this new way of identifying potential new drugs may have an even greater impact," Peterson says. The paper's senior author is Mark Fishman, MD, formerly director of the CVRC and chief of MGH Cardiology, now president of the Novartis Institutes for BioMedical Research. Co-authors include Stanley Shaw, MD, PhD, Travis Peterson, David Milan, MD, and Calum MacRae, MBChB, all of the CVRC.

Protecting your identity

"Identity theft is the fastest growing crime – one in three people are affected by it," said Bonnie Michelman, director of MGH Police, Security and Outside Services, at a seminar "Safeguarding Your Identity from Theft" April 8 in the Wellman Conference Room.

Michelman, John Daley, manager of the Special Investigations Unit (SIU) of MGH Police and Security, and Karen Leary, an SIU investigator, spoke about how identity theft happens, how a thief uses the information, what steps can be taken to prevent identity theft and what action to take if it occurs.

According to Michelman, the best ways to prevent identity theft are to secure valuables at work, empty wallets or purses of extra credit cards, order credit reports once a year to check activity, memorize passwords and social security numbers and report stolen or lost credit cards immediately.

Additional sessions will be held at the MGH and CNY in the next few months.

For more information about identity theft, call Police and Security at (617) 726-2121.

Identity theft complaints from Massachusetts victims

January 1 – December 31, 2003

Rank	Identity theft type	Percentage*
1	Credit card fraud	41%
2	Phone or utilities fraud	22%
3	Bank fraud	13%
4	Employment-related fraud	6%
5	Government documents or benefits fraud	6%
6	Loan fraud	5%
	Other	18%
	Attempted identity theft	10%

Percentages add up to more than 100 because approximately 19 percent of victims from Massachusetts reported experiencing more than one type of identity theft.

** Data received from the Federal Trade Commission.*

MGH physician receives diversity award

Henry Mankin, MD, of the MGH Department of Orthopædics, recently was presented the 2004 American Academy of Orthopædic Surgeons (AAOS) Diversity Award at the AAOS annual meeting. Mankin received the award for his outstanding achievements in medical education, basic and clinical research, oncology and residency training.

According to the AAOS, Mankin has promoted diversity throughout his career by setting an example in his own life and teaching his colleagues to be more open. His recruiting efforts brought women, African Americans and Hispanics into his training program.

Yolanda Roth, MD, FACS, a former colleague, said she would always appreciate the doors that Mankin opened for her. "Dr. Mankin did not just teach his fellows, residents and medical students just about orthopædics," she says. "He taught them about fairness, the highest level of morals, ethics, compassion and humanity toward all people." ●

Mankin, right, and James Herndon, MD, chief of Partners Orthopædic Surgery

Drill prepares MGHers for potential disasters

In preparation for upcoming emergency exercises related to the Democratic National Convention, which will be held this summer at the Fleet Center, the MGH held a drill of its mobile Mass Decontamination Unit (MDU) April 7 on the White ramp. The drill was conducted to ensure that employees from Environmental Services, Buildings and Grounds and Police and Security could deploy the unit in a timely manner.

The MDU is designed to be used during a disaster involving contaminating agents as a decontamination shower for both ambulatory and non-ambulatory victims. Outdoor use of the unit helps protect the hospital and employees from potential exposure to contamination by harmful materials. The Boston Fire Department also was on hand to observe the drill. ●

Employees set up the MDU

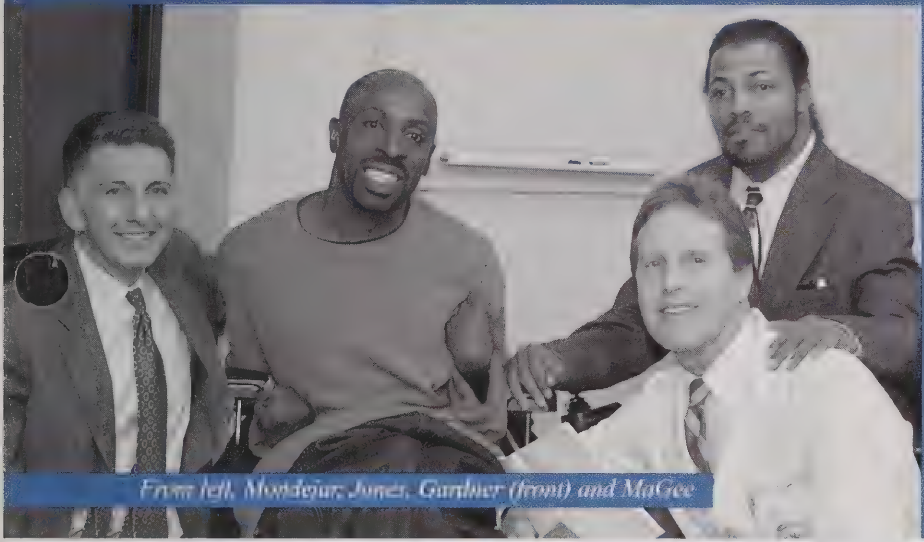
Opening doors: Disabilities awareness showcased at the MGH

The MGH Council on Disabilities Awareness (CDA) recently hosted a symposium, "Opening Doors: A Dialogue on Disabilities," which offered an opportunity for people with disabilities to share their experiences, advice and resources with the MGH community. Held in the Haber Conference Room April 5, the symposium featured a discussion with panel members John Stokes, a consultant formerly with State Street Corp.; Barbara Chandler, from Adaptive Environments; Cheryl Cummings, minority outreach coordinator for the Massachusetts Commission for the Blind; and Warren MaGee, from the Epilepsy Foundation. The panel moderators were Dawn Tenney, RN, associate chief nurse for Perioperative Nursing; and Colleen Moran, of MGH Human Resources.

Guest speakers included Jeff Davis, senior vice president for MGH Human Resources; Maryanne Spicer, director of Corporate Compliance; Carmen Vega-Barachowitz, of Speech-Language Pathology and co-chair of the CDA; Steven Gardner, MD, an MGH internist and current physician for the Martha's Vineyard Cerebral Palsy Camp; Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; and Peter L. Slavin, MD, president of the MGH. The event also featured a musical performance by Keith Jones, a community activist.

Oswald Mondejar, Human Resources manager and disability coordinator for the MGH and co-chair of the CDA, coordinated the symposium and gave the audience an explanation of the mission of the council and the goals for the symposium. "Today marks another 'first' in the MGH's history," he said. "We are setting the standard for what hospitals everywhere will one day be doing to fully embrace and better understand people with disabilities."

For more information about the CDA, contact Mondejar at (617) 726-5741 or send e-mail to *omondejar@partners.org*.



From left, Mondejar, Jones, Gardner (front) and MaGee

And the winners are ...

The much-anticipated results of the first MGH Clean Sweepstakes competition among patient care units were announced last week. Congratulations go to Bigelow 9, Ellison 16, White 11, Ellison 17, White 12, Blake 12, Ellison 19 and Bigelow 13 for having the highest hand hygiene compliance before and after patient contact.

The Clean Sweepstakes – which is a friendly competition sponsored by the STOP (Stop Transmission of Pathogens) task force – is meant to encourage all MGHers to use Cal Stat, an alcohol-based hand gel, before and after contact with patients or their environment to help reduce the rates of hospital-acquired infections and improve patient care.

The patient care units are divided into clusters of four to six units for the competition. Infection Control Unit staff regularly visit the units to observe compliance with required hand hygiene practices. The ongoing competition is based on these observation results, which are reported to each unit on a quarterly basis.

The prize for the first-quarter competition is a catered meal for the winning units. For more information about the Clean Sweepstakes, call Rosemary O'Malley at (617) 726-9663.

STERIS
Cal Stat
Active Ingredient
60% Isopropyl Alcohol
INDICATIONS
DIRECTIONS

WHAT'S HAPPENING

Proactive Parenting

The Partners Employee Assistance Program and Partners Child Care Services will offer "Proactive Parenting" May 4, from noon to 1 pm in the Walcott 3 Conference Room. Guest speaker Lynne Reeves Griffin, RN, MEd, has developed a skill-building approach to child development, temperament and behavior modification. The seminar is for parents looking for practical approaches to parenting and for those struggling with day-to-day conflict. For more information, call (617) 726-6976 or visit *http://www.massgeneral.org/childcareservices/.*

Summer job programs

Part-time summer help is available for all MGH departments this year through two MGH Community Benefits programs. SummerWorks is a career exploration and internship program for graduating eighth graders from the James P. Timilty Middle School. SummerWorks combines weekly interactive professional development workshops with real work experience. Students spend 23 hours per week at the hospital during the summer. The Jobs for Boston Youth program provides SummerWorks program alumni and students from East Boston High School with job opportunities at the MGH as well. Students spend 25 hours per week at the hospital. For more information about SummerWorks, call (617) 445-5712. For more information about Jobs for Youth, call (617) 724-8326.

5K Run for Asthma

In observance of World Asthma Day 2004, the MGH will hold its second annual 5K Run for Asthma May 2. The goal of the event is to improve asthma awareness and benefit asthma research at the MGH. Sponsors, volunteers and race participants are needed. For more information contact the 5K Run for Asthma committee at (617) 726-6694 or visit *www.coolrunning.com/major/04/asthma.*

STD Update 2004

The Massachusetts Medical Society and the STD/HIV Prevention Training Center of New England will sponsor "STD Update 2004" May 6, from 12:45 to 4:30 pm at the Massachusetts Medical Society Headquarters, 860 Winter St. in Waltham. Donna Felsenstein, MD, medical director of the General Infectious Disease Unit at the MGH, will be one of the featured speakers. For more information or to register, visit *www.state.ma.us/dph/cdc/stdtcmai/stdtcmai.htm* or call (617) 983-6945.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Eating disorders symposium

The Neuroendocrine Unit and the Harvard Eating Disorders Center of MGH will sponsor a symposium "Eating Disorders Throughout the Lifespan" May 21, from 9 am to 12:30 pm in the O'Keeffe Auditorium. Registration and a continental breakfast will be from 8 to 9 am. Registration is required by May 7. To register, call (617) 726-1457 or send e-mail to *nehedcsymposium@partners.org.*

Clinical Pastoral Education Program fellowship

Through funding from the Kenneth B. Schwartz Center and the MGH Department of Nursing, fellowships are available for the winter 2005 MGH Clinical Pastoral Education Program. The program is open to individuals from any discipline who work directly with patients and/or families in a health care setting and who wish to integrate spiritual caregiving skills into their professional practice. Six Kenneth B. Schwartz Fellowships will be awarded to caregivers from disciplines other than pastoral care. Two Spiritual Caregiver Fellowships will be given to registered nurses in the MGH Department of Nursing who are in direct caregiver roles and have a minimum of two years experience. The program is part-time and will run from Jan. 3 through May 20, 2005. Sessions will be held every Monday – excluding Jan. 17 and April 25 – from 9 am to 5 pm. Additional hours will be negotiated for the clinical component. All applications are due by Sept. 1. For more information or to receive an application, contact the MGH Chaplaincy at (617) 726-2220.

Partners Responsible Conduct of Research Program

The Partners Responsible Conduct of Research Program will be held May 12, from 5 to 9 pm in the Wellman Conference Room. Registration will begin at 4 pm. The program is designed to fulfill National Institutes of Health ethics training requirements for all pre-doctoral and post-doctoral National Research Service Award trainees who are receiving support from individual or institutional grants, fellowships or awards. Participants must attend the entire session to receive a certificate of completion. For more information or to register, send e-mail to *mboule@partners.org* or call (617) 724-5536.

Children and HealthCare Week fair

MassGeneral Hospital for Children will sponsor the "Jump Aboard for Good Health" health fair as part of Children and HealthCare Week April 30, from 9 am to 3 pm under the Bulfinch tent. Approximately 50 interactive stations related to health, the science of the body and coming to the hospital will be set up. Artwork submitted by pediatric patients, children of employees and students from local schools will be displayed throughout the tent. For more information, call (617) 724-5727.

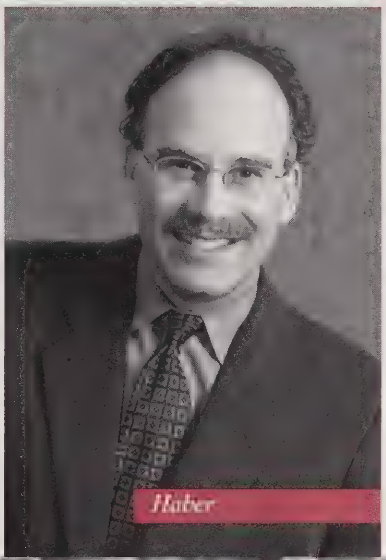
April 30, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Gene mutations predict which lung cancers will respond to Iressa


Haber

MGH Cancer Center researchers have discovered a molecular marker that identifies lung cancer patients whose tumors will respond to treatment with the drug Iressa. Their findings, to be published in the May 20 *New England Journal of Medicine (NEJM),* were released online April 29. "This discovery will help us significantly improve the treatment of many lung cancer patients and also is an important next step in the molecular targeting of cancer drugs," says Daniel Haber, MD, PhD, director of the MGH Cancer Center and senior author of the paper.

Approved a year ago for deadly non-small-cell lung cancer, Iressa causes tumors to shrink significantly in a small percentage of patients, but some of those responses are rapid and dramatic. The drug acts by disabling the epidermal growth factor receptor (EGFR) on the surface of lung cancer cells, halting signals that can lead to the uncontrolled growth of a malignant tumor.

(Continued on Page 2)

Running the good race

Among the sea of thousands of runners, MGHers dressed in red, white and yellow made the hospital proud April 19, when some of the MGH's finest laced up their sneakers, pounded the pavement and braved soaring temperatures – and Heartbreak Hill – while participating in the 108th annual Boston Marathon. More than 130 MGHers ran the world-famous race to raise money for pediatric cancer research, cystic fibrosis and the Durant Fellowship program at the MGH.

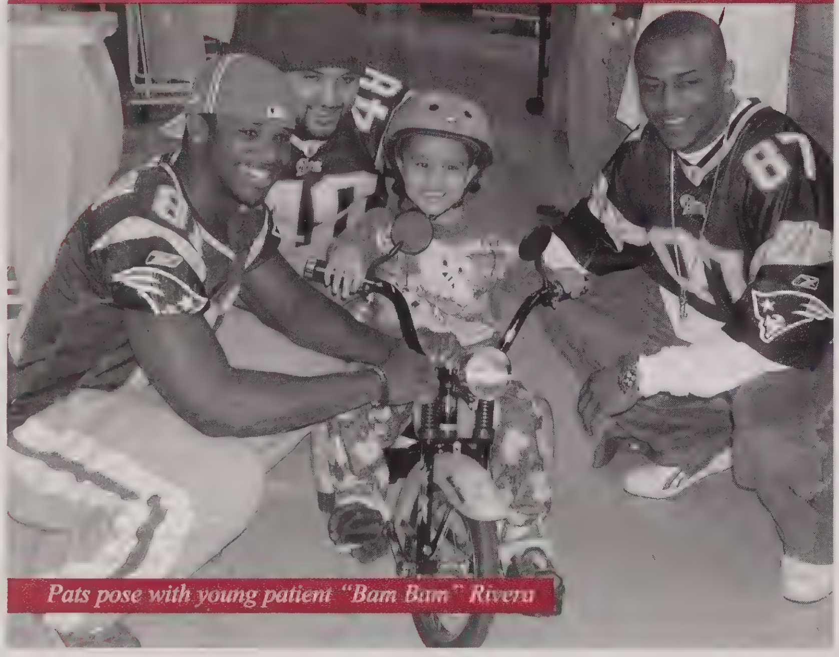
The MGH Marathon Team was started in 1998 by Howard Weinstein, MD, chief of MGH Pediatric Hematology/Oncology, after one of his patients died from incurable sarcoma. This year, the marathon team, called "Fighting Kids' Cancer ... One Step at a Time," was made up of 87 physicians, nurses, staff, family and members of the

(Continued on Page 2)

DUNFEY – Mass General Hospital
B.A.A. 18420 2004 BOSTON MARATHON
Tilly MassGeneral CancerCare for Children
B.A.A. 20597 2004 BOSTON
Mass General
B.A.A. 20851 2004 BOSTON MARATHON
MIKE – Mass General Hospital
B.A.A. 1998 2004 BOSTON MARATHON
Fighting ... One Step At A Time

Can't get enough of those Pats

"Patriots rock!" That was the reaction of one young patient when three towering football players from the New England Patriots walked into her room in the Pediatric Intensive Care Unit (PICU) April 27. Linebacker Tully Banta-Cain, number 48, wide receiver David Givens, number 87, and wide receiver Bethel Johnson, number 81, came to visit the PICU and Ellison 17 and 18 to sign autographs and pose for pictures with young patients, parents and MGH staff. "It's been great having the players here. It is such a morale booster," says Brenda Miller, RN, nurse manager for the PICU. The players also visited two Orthopaedics floors, Ellison 6 and White 6.


Pats pose with young patient "Bam Bam" Rivera

— Gene mutations

(Continued from Page 1)

To understand why the drug worked so well for some patients but not others, the MGH team screened samples from patients who participated in an Iressa clinical trial to search for mutations in the EGFR gene.

In eight of nine patients that had responded to Iressa, the researchers found genetic mutations affecting the same area of the EGFR protein. No mutations were seen in patients that did not respond. Further tests confirmed that cultured cells with two of the mutations responded more powerfully and for a longer time to growth factor and were 10 times more sensitive to disruption by Iressa than were tumor cells without the mutation.

Thomas Lynch, MD, director of the MGH Thoracic Oncology Center and a co-lead author of the paper, says, "These findings will help determine which patients will benefit from Iressa and which should not receive it. In addition, if we know a patient is likely to respond, we might be able to start treatment earlier with this drug that is more effective and has fewer side effects than standard chemotherapy." ●

— Running the good race

(Continued from Page 1)

community. Many of the team members had never run a marathon – or any race for that matter – but were inspired by the children and their families who battle cancer every day. The team's projected goal this year is $500,000.

Running the marathon for the second time was "Team Durant," made up of 31 men and women who ran on behalf of the Thomas Durant, MD, Refugee Fellowship Program. The Durant Fellowship sponsors health care professionals to serve refugee populations and victims of humanitarian and natural disasters. Team Durant is on their way to raising $60,000.

The MGH Cystic Fibrosis Team once again ran the marathon on behalf of the MGH Cystic Fibrosis (CF) Center. An anonymous donation of $20,000 brought the team closer to their goal of $60,000. The funds will go directly to the MGH CF Center to support staff positions that provide the necessary care CF patients require.

> **"EVERYONE WAS REALLY EXHAUSTED. BUT TH[illegible] WERE REALLY PROUD TO BE PART OF THE MGH RESPONSE."**
>
> **– MARYFRAN HUGHES, RN, MSN**

The world-famous race is a test of endurance for all athletes at any time. This year, however, proved even more daunting for the thousands of runners braving record-breaking heat. The temperature soared into the upper eighties, creating an unhealthy air quality that caused both runners and spectators to become sick. The MGH Emergency Department, however, was once again ready to face the challenge as it began receiving patients from the race around 4 pm that afternoon and continued receiving patients well into the night.

"The nursing and administrative staff members really made the runners and families feel comfortable and supported in a very busy and crowded area," says Maryfran Hughes, RN, MSN, nurse manager of the Emergency Department.

Materials Management staff brought in extra linen and supplies, and MGH Food and Nutrition Services provided Gatorade and salted crackers. Environmental Services staff cleaned stretchers and assisted moving patients in the crowded area. Transport staff brought extra stretchers to accommodate the patients. "Everyone was really exhau[illegible]" says Hughes, "but they were really proud to be part of the MGH response." ●

April 30, 2004

MGH HOTLINE

2004 Pam Ellis Award recipient honored

Patricia Guerriero from MGH Thoracic Surgery is described as "a secretary who exemplifies what a professional executive secretary should be," according to Hermes Grillo, MD, Dean Donahue, MD, and Henning Gaissert, MD, all from MGH Thoracic Surgery. This is one of many reasons why Guerriero was the 2004 recipient of the Pamela J. Ellis Memorial Secretarial Award.

The award, which is given every year to a support staff member in recognition of National Administrative Professionals Day, was named for Pamela Ellis, an executive secretary at the MGH who died in October 1996 at the age of 31. The $1,000 award was established in 1997 to honor employees who exhibit similar qualities in their work as Ellis. According to the nomination form submitted by her supervisors, "Pat exudes kindness and compassion and spends a great deal of time coordinating the complexities of our patients' surgical care, yet still remembers to ask a patient about his or her pets or family. It constantly amazes us how she can combine an intensely professional attitude with a small human touch for each patient."

From left, Peter L. Slavin, MD, president of the MGH, with Guerriero and David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization.

Symposium honors respected MGH physician

L[illegible]hter filled the O'Keeffe Auditorium April 23 as colleagues and friends gathered for a symposium in honor of Morton Swartz, MD, for his 80th birthday. Swartz was chief of the Infectious Disease Unit at the MGH from 1956 to 1990, and since 1990 has served as the chief of the Jackson Firm of the MGH Department of Medicine.

The symposium activities included 12 physicians from the MGH, Harvard Medical School and other medical institutions presenting half-hour sessions about various topics ranging from "Challenges in the Global Fight Against HIV" to "The MGH Infectious Disease Unit: Thoughts and Observations About the Early Years."

In a session entitled "Mort Swartz as Mentor and Firm Chief, or If You Can't Imitate Him, Don't Copy Him," Lawrence Friedman, MD, chair of the Newton-Wellesley Hospital Department of Medicine, reflected on Swartz's teaching style. "Swartz is an encyclopedia of human knowledge and possesses the 'reflected glow' where we all benefit from being in his presence," said Friedman.

The day concluded with a few words from Swartz. "I am truly fortunate in four ways in my life. I am fortunate for the era I have lived in; I am fortunate for the mentors I have had; I am fortunate for teaching students and learning from them; and I am fortunate to work in an environment that is both collegial and encouraging," said Swartz. ●

Swartz

Give the gift of life: April is organ donation month

Approximately 17 people die each day awaiting a life-saving organ transplant. They are among the 83,000 people nationwide who are on the national transplant waiting list.

During the month of April, hospitals such as the MGH and communities across the nation are observing National Donate Life Month to raise awareness of the critical need for organ and tissue donation. Originally known as National Organ and Tissue Donor Awareness Week, the observance grew from small, local awareness efforts into a national recognition of the altruism of organ and tissue donations. It became a vehicle to inform people of the continuing shortage of organs and tissue available for transplant.

According to the New England Organ Bank (NEOB), 2003 was a very good year, with 649 recovered organs resulting in transplants, but the need for donors still is critical.

For more information about organ and tissue donation and how to obtain a donor card, contact the New England Organ Bank at (800) 446-6362 or visit *www.neob.org*.

Hotline is printed on recycled paper.
Please recycle *Hotline* in any white paper recycling box.

WHAT'S HAPPENING

Health disparities forum

Peter L. Slavin, MD, president of the MGH, and the hospital's Disparities Committee invite the MGH community to a forum "Racial and Ethnic Disparities in Health: The Past, Present and Future" May 6, from 10 to 11:30 am in the O'Keeffe Auditorium. The forum will feature two prominent members of the Institute of Medicine committee that issued the "Unequal Treatment" report. Michael Byrd, MD, from the Harvard School of Public Health, who co-authored a Pulitzer-prize-nominated book on the history of disparities, will speak along with Martha Hill, PhD, RN, dean of the Johns Hopkins School of Nursing, who is known internationally for her work in preventing and treating hypertension, particularly among African-American men. This event is co-sponsored by MGH Nursing, MGH Community Benefits, the Patient Care Services Diversity Steering Committee, MGH Multicultural Affairs Office, the Association of Multicultural Members of Partners and the Massachusetts General Physicians Organization. For more information, call Angela Maina at (617) 724-4613.

Medical care in Peru

Klaus John, MD, a German surgeon, will present a talk on the medical care of the Quichau Indians of Peru May 6, at 5:15 pm in the Bigelow Amphitheater on White 4. Klaus and his wife, a pediatrician, are in the process of opening Hospital Diopsi Suyana in Peru, which will be dedicated to the care of the indigenous Quichau Indians. The presentation will describe the culture and health problems of the Quichau and the plan for the hospital. All are welcome to attend.

Women's health night

The MGH Community Health Associates, in collaboration with the MGH community health centers and the North End Community Health Center, will host the fourth annual women's health night "Celebrating Women: Living a Vibrant, Healthy Life" May 13, from 5:30 to 9 pm at Revere High School, 101 School St. Mallika Marshall, MD, WBZ-TV Healthwatch reporter and an MGH physician, will serve as the keynote speaker. This free event includes a light supper, health fair, and raffles as well as massages, reiki sessions, yoga, blood pressure screenings, body mass index tests, posture and balance screenings and much more. For more information, visit *www.massgeneral.org/womenshealthevent*. To volunteer at the health fair, send e-mail to *emanning@partners.org*.

Cholesterol screenings for seniors

MGH Senior HealthWISE program and the Blum Patient and Family Learning Center will sponsor a cholesterol screening for seniors over 60 May 3, from 3 to 4:30 pm in the Walcott Conference Rooms. Cholesterol screenings, blood pressure checks and health and wellness information will be available.

Women's health seminar

A free women's health seminar "Taking Charge" will be held May 8 at the Marriott Copley Place in Boston, from 8:30 am to 1 pm. Physicians and nurses from the MGH and Lahey Clinic will discuss topics such as varicose vein therapy, peripheral vascular disease, pelvic venous congestion, stroke, uterine fibroid embolization, osteoporosis and compression fracture treatment. Nurses will receive 2.4 CEUs. For more information, visit *www.mgh-takingcharge.org* or call (617) 726-8753 or (617) 724-4902.

Mental health issues symposium

The MGH/McLean Adult Psychiatry Residency and Psychology Training Programs will sponsor "African American Mental Health Issues in the 21st Century" May 7, from 9:30 am to 6 pm at the Holiday Inn at 5 Blossom St., Boston. The objective is to increase the knowledge of and sensitivity to issues relating to African Americans when providing quality mental health treatment. To register, visit *www.massgeneral.org/depts/aamhis/index.htm* or call Sara Nadelman at (617) 726-5758.

IN GENERAL

Greg Koski, MD, PhD, of MGH Anesthesia and the Institute of Health Policy, was selected as a new member of the American Academy of Pharmaceutical Physicians (AAPP) Board of Trustees. The AAPP is the only United States-based non-profit membership organization solely comprised of physicians working in the discovery, development and use of medical products.

Rakesh Jain, PhD, of MGH Radiation Oncology, recently was elected to the National Academy of Engineering (NAE). Election to the NAE is among the highest distinctions awarded to an engineer. Jain was elected for his integration of bioengineering with tumor biology, imaging gene expression and in vivo functions for drug delivery in tumors.

Nancy Rigotti, MD, of MGH Women's Health Associates, received the Outstanding Educator of the Year Award from the Association of Teachers of Preventive Medicine (ATPM). The ATPM is a national association dedicated to advancing population-based and public health education, research and service by linking and supporting members of the academic prevention community.

Submit news tips and story ideas to the *MGH Hotline*

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Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
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May 7, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Preparations for the Democratic National Convention

The Democratic National Convention (DNC) committee has released its plans for changes in traffic and public transportation during the week of the convention, which will be held at the Fleet Center July 26 to 29.

Because of the hospital's proximity to the Fleet Center, convention activities will have a significant effect on the hospital's main campus. During this time, inpatient activities are expected to be "business as usual," and outpatients will likely be affected by transportation issues. The hospital recommends flexibility in schedules for research activities where possible.

Employees also are encouraged to wear their ID badges at all times at the hospital and take them home for easy access upon arrival to work.

The following information outlines expected road closures, traffic changes and public transportation revisions. MGH employees are encouraged to use this current information to plan their commute to and from the hospital during the convention dates and to help answer questions from patients and visitors. This information, however, is subject to change at any time.

Further information about DNC plans will be disseminated through broadcast e-mail messages, articles in hospital publications and a dedicated DNC website currently being developed. Employees with questions about their department plans for the DNC, should speak to their supervisors.

Changes to major arteries and roads

Route 93 will be closed in both directions each evening from Monday, July 26 through Thursday, July 29, during the hours the DNC is in session. The exact closing times will not be released for security reasons until shortly before the convention opens.

(Continued on Page 2)

On the front line: MGH says "thanks" to nurses

This week, the MGH has celebrated and honored the many accomplishments of the hospital's nursing staff with a series of seminars and events that focused on this year's Nurse Recognition Week theme – Nursing at the MGH: Simply the Best.

The week began with the dedication of a Nursing Sundial Sculpture on the Bulfinch Lawn. The sculpture is a gift from the MGH Nurses' Alumnae Association and is located near Bartlett Hall. The sculpture is in honor of the nursing profession and those who practice it every day at the MGH. "Today's dedication of the nursing sundial sculpture is another highly-visible recognition of the profession of nursing, and, more importantly, the nurses at the MGH," said Peter L. Slavin, MD, president of the MGH. "It recognizes nurses' important place in the health care system, and through its prominent placement on our campus, it acknowledges the central place of nurses in the heart of the MGH family."

The weeklong celebration continued with a variety of scientific and educational seminars that focused on a wide range of topics such as strategies for becoming a published editor, caring for pregnant women with HIV, prolonged mechanical ventilation and weaning, and caring for the elderly. One of the highlights of the week was the presentation of the 2004 Yvonne L. Munn Research Awards and 10th annual lecture.

The week ended with a special celebration and presentation of MGH Nurses Day at the Museum of Science.

"The core of the MGH nursing team is the resolute commitment of its nurses to the MGH's patients, their unwavering belief in their respective discipline's domain of practice, their respect for and collaboration with other members of the health care team, and their openness to do whatever it takes to make care delivery the best it can be," said Slavin. ●

From left, Marianne Ditomassi, RN, MSN, of Patient Care Services, Nancy Schön, sundial sculptress, and Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse.

— *Preparations for the Democratic National Convention*

(Continued from Page 1)

The highway will be closed from the Route 60 exit in the north to the Mass Pike/South Station (exit 20) ramp in the south. No trucks will be allowed on Route 93 between Reading and Braintree. The State Police will divert all truck traffic onto Route 128/95 at these intersections, which will cause additional delays for those who use that route.

There will be a restricted vehicle lane on Route 93 north and south from Sunday, July 25 through Friday, July 30 for emergency vehicles and MBTA buses only.

Route 1 South and the southbound lanes of the Tobin Bridge will be closed starting at Route 60 during the evening hours when Route 93 is closed. All southbound traffic will be diverted to other routes, with the exception of emergency vehicles and MBTA buses. Route 1A South will be closed at the airport exit. The Sumner Tunnel (airport to downtown Boston) will be closed to vehicle traffic with the exception of emergency vehicles and MBTA buses. The closures will coincide with the Route 93 evening closure.

The Storrow Drive/Leverett Circle connector to Route 93 North and South will be closed every evening when Route 93 is closed. Storrow Drive westbound will be open as will eastbound, but the State Police hope to get as many drivers as possible to use roads other than Storrow Drive eastbound. Eastbound traffic at Leverett Circle will be directed to O'Brien Highway or Martha Road. This will cause major delays on Storrow Drive eastbound.

Changes to City of Boston Streets

There are no changes at this time for Blossom, North Grove, Parkman, Fruit Street, O'Connell Way and Cambridge Street, all of which lead to the hospital. Cambridge Street, however, will be affected by the heavier than normal volume exiting and entering Storrow Drive at Charles Circle.

Other streets near the hospital will be affected as well. Half of Staniford Street will be closed and the other half will be converted to two-way traffic 24 hours a day from Monday, July 26 to Friday, July 30. Martha Road will be open but will have a barrier down the center. Merrimac Street will be closed from 2 pm to midnight. Vehicles using the 101 Merrimac St. garage will be allowed to exit the garage. Causeway Street will be closed to vehicle traffic 24 hours a day from Monday, July 26 to Friday, July 30. Nashua Street will be open from Leverett Circle to the Spaulding Rehabilitation Center only.

Alternate driving routes are being developed by law enforcement and transportation authorities and will be published prior to the convention.

Changes to MBTA/public transportation

The North Station commuter rail and Orange and Green line subway stations will be closed Friday, July 23 in the evening and will reopen Friday, July 30.

For commuter rail passengers, alternate suggestions are as follows

- Fitchburg Line – Passengers should transfer to the Red Line at Porter Square.
- Lowell Line – Passengers should transfer at Anderson/RTC for bus service directly to the Red Line at South Station. Passengers also can transfer to a second bus route from Winchester to the Red Line at South Station via Wedgemere and West Medford stations.
- Haverhill Line – Passengers should transfer to the Orange Line at Oak Grove.
- Newburyport and Rockport Lines – During rush hour (up to 10 am and after 4 pm each day) passengers can transfer at Lynn Station to bus service that connects with the Red Line at South Station. During the hours of 10 am to 4 pm when passengers transfer to a bus at Lynn Station, it will connect with the Blue Line at Wonderland Station. Passengers can remain on the train until they reach Chelsea Station where they can transfer to bus route # 111, which connects with the Orange and Green lines at Haymarket Station. At Chelsea Station, passengers also have the option of taking bus route # 116 or bus route # 117 to Wonderland Station on the Blue Line.

The following changes will be made to subway services

- Orange Line – The only change to the Orange Line is that it will not stop at the North Station stop from Friday, July 23 to Friday, July 30.
- Green Line – Beginning in early June, buses will replace trolley service between Haymarket and Lechmere stations. Starting the evening of July 23, the buses will go directly from Science Park to Haymarket, bypassing North Station. Service to North Station will resume sometime on Jul[illegible]
- Red Line – Four commuter rail lines now will be transferring all passengers to the Red Line at South Station or Porter Square. The new temporary Charles Street MBTA Red Line Station is scheduled to open in early June.
- Blue and Silver Lines – There are no changes to service at this time.

Other transportation issues

The hospital has petitioned the MBTA to extend the hours of service by one hour at the beginning and ending of normal service hours. The MBTA will be running extra trains and buses to handle additional volume.

For those who travel to the city via the commuter boat at Lovejoy Wharf, this service will be closed from Friday, June 23 to Friday, June 30.

Partners Transportation will provide shuttle service for all existing shuttle routes. The pick-up locations for the routes will not change, except for the North Station pick-up location. Information about alternate st[illegible] locations will be distributed once they are finalized. ●

MGHHOTLINE

Children take the spotlight

Although the recognition of Children and Health Care Week took a hiatus last year, the weeklong series of events was celebrated in style as MassGeneral Hospital for Children staff honored the children who inspire them every day. Last week's event highlights included the annual Family-Centered Care Awards, a "hurt alert" education program about treating pediatric pain, a special pediatric grand rounds and, of course, the much-anticipated children's health fair held under the Bulfinch Tent April 30.

The theme of this year's fair – held in conjunction with Take Our Children to Work Day – was "Jump Aboard for Good Health." The 50 interactive booths captured the attention and imagination of about 1,800 children who went through several aisles filled with fun activities and colorful decorations. Young patients, children of employees, as well as students from local schools had the opportunity to learn about many health matters – from the proper way to wash your hands to how a human heart works.

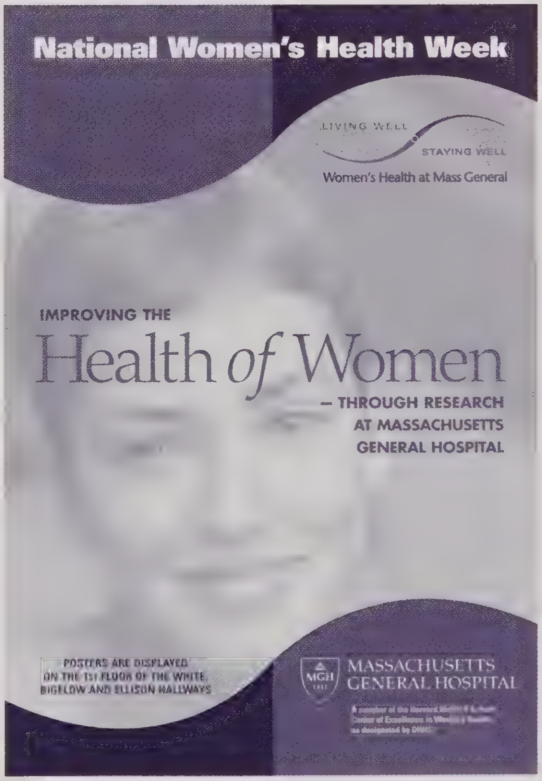
Buddy
Blood Drop
WASH

Poster session spotlights women's health research at MGH

As part of the MGH celebration of National Women's Health Week, 12 research posters describing studies related to women's health will be on display next week. Entitled "Improving the Health of Women through Research at Massachusetts General Hospital," the poster session is sponsored by the Research Committee of the Women's Health Coordinating Council (WHCC) and will hang in the White, Bigelow and Ellison first-floor hallways from May 10 to 14.

"In recent years there has been immense progress in women's health research and in promoting women's health nationally and here at the MGH," says Anne Klibanski, MD, director of the MGH Neuroendocrine Unit and chair of the WHCC Research Committee. "There are already a number of large programs here that encompass multiple departments and d[illegible]ines. By bringing together a representative sample of the outstanding women's health research being done throughout the MGH, we hope to recognize and celebrate the contributions of these investigators." ●

LIVING WELL
STAYING WELL
Women's Health at Mass General


National Women's Health Week

LIVING WELL
STAYING WELL
Women's Health at Mass General

IMPROVING THE
Health of Women
– THROUGH RESEARCH
AT MASSACHUSETTS
GENERAL HOSPITAL

POSTERS ARE DISPLAYED
ON THE 1ST FLOOR OF THE WHITE,
BIGELOW AND ELLISON HALLWAYS

MASSACHUSETTS
GENERAL HOSPITAL

WHAT'S HAPPENING

Author Sue Miller to read

Sue Miller, best selling author of *The Good Mother* and *While I Was Gone*, will give a reading from her latest book, *The Story of My Father*, which recounts her experience as a caregiver for her father who had Alzheimer's. The reading will be held May 18, in the Walcott Conference Rooms, from 5 to 7 pm, followed by a book signing. The event is sponsored by The MGH Senior Health Family-Caregiver Support Program. Seating is limited. To register, call (617) 724-7324.

CNY blood drive

MGH employees working at CNY are invited to participate in a blood drive May 19, from 8:30 am to 2 pm. The MGH Bloodmobile will be located on Thirteenth Street between Building 149 and the parking garage. For more information, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*.

CNRC accepting applications

The Clinical Nutrition Research Center (CNRC) at Harvard Medical School is now accepting applications for new pilot/feasibility projects and renewals of currently funded one-year projects. Candidates must submit an original application and 10 copies by June 4 to the CNRC. In addition, three or four names of those who might be able to review the application knowledgeably should be included. For more information or a complete application, call Suzette McCarron at (617) 726-4166 or send e-mail to *smccarron1@partners.org*.

Ethics forum

An ethics forum entitled "Gastric Bypass Surgery: Safety and Ethical Concerns" will be held May 14, from noon to 1 pm in the Sweet Conference Room on Bigelow 4, room 432. The forum will be moderated by Theresa E. Cantanno, RN, clinical nurse specialist. For more information, send e-mail to *ldunlop@partners.org*.

Career Development Series

As part of the Career Development Series, several half-hour sessions will be devoted to information about careers for technologists and allied health professionals. A seminar about radiation therapy will be held May 11, from noon to 12:30 pm, followed by a seminar about respiratory therapy, from 12:30 to 1 pm. An ultrasound seminar will be held May 14, from noon to 12:30 pm, followed by a radiology seminar, from 12:30 to 1 pm. All sessions will be held in the Clinics 1 Lower Amphitheater. For more information, call (617) 724-3368.

McGovern Clinical Excellence Award

In honor of Brian McGovern, MD, an MGH cardiologist who tragically died last year, the Massachusetts General Physicians Organization (MGPO) has established an award for physicians who demonstrate the qualities that made McGovern a beloved and respected physician. Any MGPO or MGH employee may nominate a physician for the award. To obtain a nomination form, visit *http://is.partners.org/mgpoOnline/index.asp*. Nomination forms also may be obtained in the Main, White, or Gray/Jackson Lobbies or in Bulfinch 208. For more information, call (617) 724-4549.

Zervas lecture

The fifth annual Nicholas T. Zervas, MD, Lecture will be held May 18, at noon in the Ether Dome. David R. Clemmons, MD, chief of the Division of Endocrinology at the University of North Carolina School of Medicine, will present "Pituitary Dependent and Independent Actions of IGF-1." For more information, call (617) 726-3870.

Menopause and Your Health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" May 19, from 5 to 7:30 pm at the Blum Patient and Family Learning Center. The program is designed to help women better understand the facts about menopause and current treatment options. Registration fee is $25. For more information, contact Mary Ellen Heike, RN, at (617) 724-8044 or at *mheike@partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
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Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Vascular Center creates radiology safety course

The MGH Vascular Center organized its first Radiology Safety course April 8 in the Trustees Room. Developed and coordinated by the Vascular Center's Education Committee, this course is designed to give all employees of the Vascular Center involved with radiation-related interventions practical training in radiobiology, radiation protection of both patients and clinicians and radiation monitoring.

"Radiologists have extensive training in this field during residency, but other services that now use fluoroscopy-guided procedures do not have organized radiation education," says James Rabinov, MD, of MGH Radiology and a member of the Education Committee.

May 14, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH forum addresses racial and ethnic differences in health care

It's a complicated health care subject that has a long history. For years, minorities have received lower quality medical care than whites in the United States. This difference – or disparity – in the health care experience and health outcomes was the topic of an engaging forum, sponsored by the MGH Disparities Committee, May 6 in the O'Keeffe Auditorium. A wide cross-section of MGH employees and staff from most departments overflowed the O'Keeffe Auditorium to hear guest speakers W. Michael Byrd, MD, and Martha H. Hill, PhD, RN, FAAN, both of whom were members of the Institute of Medicine (IOM) committee that produced the groundbreaking report "Unequal Treatment: Confronting Ethical and Racial Disparities in Health Care."

Byrd, who is an instructor and senior research scientist for the Harvard School of Public Health and a staff physician at Beth Israel Deaconess Medical Center, co-authored with his wife, Linda Clayton, a Pulitzer-Prize nominated book *American Health Dilemma,* which documents the African American experience in health care.

He led the forum with an in-depth look at the history of health care disparities, chronicling the phenomena from the early Greco-Roman period through the American slavery era up until the present day. "Disparities exist in many areas in our health care system," said Byrd. "They exist in areas such as service delivery, health insurance status, access,

(Continued on Page 2)

From left, Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse; Winfred Williams, MD, director of the MGH Multicultural Affairs Office; Hill, Byrd, Clayton, Quinlan and Brian French, RN, of MGH Patient Care Services

ADVANCES

Study finds HIV protein can drive immune cells away

MGH researchers may have provided another clue as to how HIV, the virus that causes AIDS, evades the immune system's defenses. In the May issue of the *Journal of Virology,* a team from the Partners AIDS Research Center (PARC) at the MGH describes how a key protein that helps the virus enter its target T helper cells may also keep away the T killer cells that should destroy HIV-infected cells. "We have identified a potential new mechanism by which pathogens can repel immune cells and thereby evade the immune system," says Mark Poznansky, MD, PhD, of PARC and the MGH Infectious Disease Unit, the paper's senior author.

In 2000, Poznansky and colleagues found that a protein known to attract immune cells can actually repel T cells when present in elevated quantities. Because that molecule is known to interact with a receptor also used by HIV when it enters T helper cells, it seemed a logical next step to investigate whether HIV infection involves the same kind of cellular repulsion observed in the earlier study – a process the researchers dubbed "fugetaxis." A series of experiments led by research fellow Diana Brainard, MD, verified that the interaction of the HIV protein gp120 with the T cell receptor called CXCR4 can influence immune cell movement and at higher concentrations can repel immune cells.

"We don't know yet if this process occurs in patients infected with HIV, but if it does, it provides a new therapeutic approach that could block this viral protein activity and allow immune cells to do their job," Poznansky says.

Other MGH/PARC authors of the study are William Tharp, Elva Granado, Nicholas Miller, Alicja Trocha and Bruce Walker, MD.

— MGH forum addresses racial and ethnic differences in health care

(Continued from Page 1)

affordability, clinical encounters and quality of care. How did we get here? We have to look at our history, our culture and the structural development of our health care system."

Hill continued the presentation by focusing on the IOM report and the conclusions the committee developed. Hill, who is dean and professor at the Johns Hopkins University School of Nursing, is internationally known for her work and research into preventing and treating hypertension and its complications, particularly among young, urban African American men.

After conducting a literature review, the IOM committee found that disparities were consistent across a wide range of disease areas even when access and clinical factors were taken into account. They also found higher mortality rates among minorities and evidence of poorer quality of care. They discovered a variety of potential sources of disparities – such as cultural and language barriers, lack of stability in relationships between patients and primary care providers, and fragmentation in the health care financing and delivery systems.

Presidential candidate extends thanks to MGH

When Sen. John Kerry came to the MGH March 31 to have surgery performed on his shoulder, the entire country took interest in the status of the presidential hopeful's health. After the successful surgery and his same-day discharge, the senator sent a letter to Peter L. Slavin, MD, president of the MGH, to show his gratitude for the superb care he received and his quick recovery.

Dear Peter:

Please extend my sincere thanks to every member of the MGH world-class team that participated in my recent surgery.

The care that I received was truly outstanding from the moment I arrived until I departed. Every nurse and every doctor should receive a compassionate caregiver award. And I was fortunate to have Bert Zarins as my surgeon.

Let me add that I recognize that the visit of a presidential candidate to a busy hospital raises many special issues. This aspect of my visit was also handled with expert sensitivity and professionalism.

I hope I won't have to be a patient at the MGH again soon – but if I do, I know I will receive great care.

Many thanks.

Sincerely,
John F. Kerry

The core challenge that the committee faced was answering the question: "How could well-meaning, highly educated health care professionals create a pattern of care that appears to be discriminatory?" Evidence suggested that bias, prejudice, uncertainty and stereotyping were contributing factors to discrimination in interactions between providers and minority patients.

The committee concluded the report with several recommendations to address these differences: increase awareness of the issue; create interventions in the health system; provide cross-cultural training for providers; collect more data and monitor progress; and conduct more research into the issues that cause disparities.

> **"WE HAVE TO LOOK AT OUR HISTORY, OUR CULTURE AND THE STRUCTURAL DEVELOPMENT OF OUR HEALTH CARE SYSTEM."**
>
> **— W. Michael Byrd, MD**

"It was a privilege to have Dr. Hill and Dr. Byrd discuss this important topic at the MGH," said Joan Quinlan, director of MGH Community Benefits and co-chair of the MGH Disparities Committee. "The MGH currently is addressing racial and ethnic disparities within our own community and is making progress through the hospitalwide Disparities Committee. This forum is one more tool to help our employees and staff better understand this issue."

The event was co-sponsored by the Department of Nursing, Community Benefits, Patient Care Services Diversity Steering Committee, the Multicultural Affairs Office, the Association of Multicultural Members of Partners and the Massachusetts General Physicians Organization. ●

Distinguished professor: MGHer elected to NAS

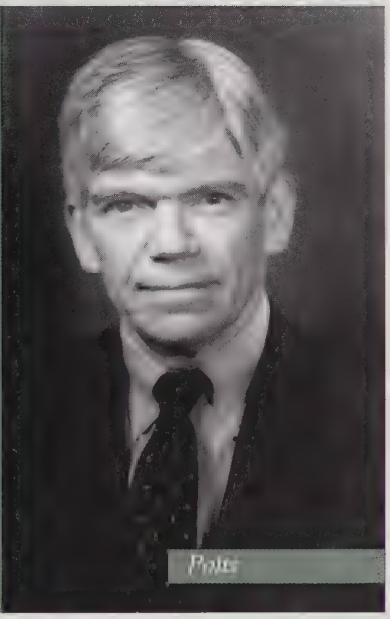
John T. Potts, Jr, MD, of the MGH Endocrine Unit and MGH Department of Medicine, recently was elected as one of 72 new members of the National Academy of Sciences (NAS).

Election to membership of the NAS is considered one of the highest honors that can be accorded to a U.S. scientist and is given in recognition of distinguished and continuing achievements in original research.

"I am deeply honored," says Potts. "Also, I am pleased at the recognition it represents for my colleagues at the MGH – past and present – whose work was vital to my election."

The NAS is a private organization of distinguished scholars engaged in scientific and engineering research, dedicated to the innovation of science and technology and its use for the general welfare. The organization was established in 1863 by a Congressional act of incorporation, signed by president Abraham Lincoln, which calls on the academy to act as an official advisor to the federal government upon request in matters of science and technology.

Potts, director of Research and physician-in-chief emeritus, also received the Harvard Medical School William Silen Lifetime Achievement in Mentoring Award in 2003.



Potts

2004 Claflin winners announced

For women, parenthood in itself is an enormous undertaking that demands unprecedented time and dedication. Combined with a prominent career in medical research, the obstacles women may face are wide and varied. In 1996, the Claflin Distinguished Scholar Awards Program was established to address these challenges, and this year six junior faculty members from a variety of MGH departments were selected to receive the award.

The Claflin Awards are granted each year to junior faculty who are at the most vulnerable point in their academic careers: their child-rearing years. The 2004 winners are: Irene Georgakoudi, PhD, from MGH Dermatology; Nelly Pitteloud, MD, from MGH Medicine and Reproductive Endocrinology; Laurence G. Rahme, PhD, MGH Department of Surgery; Anne N. Thorndike, MD, MPH, MGH General Medicine Unit; and Adele C. Viguera, MD, MPD, MGH Department of Psychiatry.

The awards – facilitated by the Office for Women's Careers – were named in tribute to Jane Claflin, an honorary MGH trustee who helped launch the initiative to increase funding for junior women faculty. The goal of the stipends – funded by the MGH Executive Committee on Research (ECOR) – is to provide transitional funding for women hoping to advance to senior positions in academic medicine.

A review group of the subcommittee on Review of Research and Proposals recently announced the 2004 winners. Each recipient will receive $30,000 per year to support their research efforts for two years.

Art that speaks of hope

MGH President Peter L. Slavin, MD, the Boston Health Care for the Homeless Program (BHCHP) at the MGH and the MGH Community Benefits Program invite the MGH community to an opening reception for an art exhibit by patients at the Barbara McInnis House – a recuperative program of the BHCHP – May 21, from 4 to 5:30 pm under the Bulfinch Tent. The art exhibit will hang across from Coffee Central May 17 to 28.

The MGH and the BHCHP also are celebrating a 19-year partnership. Among the 19 original health care for the homeless projects funded by the Robert Wood Johnson Foundation in 1985, the MGH was the only academic medical center to support and conduct an on-site clinic dedicated to the special needs of homeless persons. The BHCHP team at the MGH maintains an ambulatory clinic within the MGH Medical Walk-in Unit and assists the Emergency Department and inpatient areas with the care of homeless persons.

The team also conducts direct care services at several BHCHP community-based sites including Pine Street Inn, Pilgrim Shelter, and two Beacon Hill churches that serve homeless and poor persons – St. John of God Church on Bowdoin Street and the Church of the Advent on Brimmer Street. In addition, MGH clinicians are part of BHCHP's Street Team and regularly conduct clinics at the Boston Night Center, the Pine Street Inn Overnight Van and directly on the streets, in the alleyways and under the bridges of Boston.

For more information about the program, call Sharon Lee Joseph at (617) 726-8197. ●

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WHAT'S HAPPENING

Charlestown art exhibit
MATCH-UP Interfaith Volunteers presents "Unlikely Friendships," an art exhibit of black-and-white portraits celebrating friendships at all ages and stages of life complemented by interviews with the subjects. The exhibit currently is displayed in the first floor lobby at the MGH Charlestown HealthCare Center until June 21.

Senior HealthWISE lecture
MGH Senior HealthWISE will sponsor "A Healthy Smile is Always in Style: All About Oral Health" May 17, from 4 to 5 pm in the Walcott Conference Rooms. Cynthia Cho, DDS, from the MGH Dental Group, will discuss how to care for teeth and gums and common oral problems. For more information, call (617) 724-6756.

Career Development Series
As part of the Career Development Series, several half-hour sessions will be devoted to information about careers for technologists and allied health professionals. A seminar about pathology will be held May 18, from noon to 12:30 pm, followed by a seminar about veterinarian technicians, from 12:30 to 1 pm. A respiratory therapy session will be held May 19, from noon to 12:30 pm, followed by a nursing seminar, from 12:30 to 1 pm. All sessions will be held in the Clinics 1 Lower Amphitheater. A technologist and allied health internal career day will be held June 1, from noon to 6 pm in the Walcott Conference Rooms. For more information, call (617) 724-3368.

June vacation club
The MGH Backup Child Care Center will sponsor a school-age vacation club, June 21 to 25 and June 28 to July 2, from 7:30 am to 6 pm, for employees' children from 6 to 12 years old. Reservations will be taken by phone and in person at the Backup Child Care Center beginning May 17. The cost per child for five days is $275 or $60 per child per day. For more information, contact the Backup Child Care Center at (617) 724-7100.

EAP seminar
The MGH Employee Assistance Program (EAP) will offer "Parenting a Child with Special Health Care Needs" May 27, from noon to 1 pm in the Wellman Conference Room. Jim Perrin, MD, director of the MGH Center for Child and Adolescent Health Policy and principal investigator of a study for children with special health care needs, and Betsy Anderson, director of the Partners in Information and Communication Project at Family Voices, will provide information about accessing employer-provided benefits, public and private services and support. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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Summer jobs program
Part-time summer help is available for all MGH departments this year through two MGH Community Benefits programs. SummerWorks is a career exploration and internship program for graduating eighth graders from the James P. Timilty Middle School. SummerWorks combines weekly interactive professional development workshops with real work experience. Students spend 23 hours per week at the hospital during the summer. The Jobs for Boston Youth program provides SummerWorks program alumni and students from East Boston High School with job opportunities at the MGH as well. Students spend 25 hours per week at the hospital. For more information about SummerWorks, call (617) 445-5712. For more information about Jobs for Youth, call (617) 724-8326.

Health club memberships
The Clubs at Charles River Park is currently offering summer memberships for MGHers and their families. Sign up for the Family Summer Membership, which includes one full privilege summer membership and two teen, youth or child memberships for $660. Add another teen, youth or child for $110. MGHers also can sign up for an Employee Summer Membership for $330. For more information, call (617) 726-2900 or visit *www.clubsatcrp.com*.

MIT symposium
The 2004 MIT CRC Symposium "Vascular Biology and Pregnancy: Insight into Hypertension and Diabetes" will take place May 27, from 1:30 to 4:30 pm at MIT Building 34, room 101. Ravi Thadhani, MD, MPH, of the MGH Department of Medicine, will be the moderator. Guest speakers include Myles Wolf, MD, from the MGH; Ellen Wells Seely, MD, from BWH; S. Ananth Karumanchi, MD, from Beth Israel Deaconess Medical Center; and Robert N. Taylor, MD, PhD, from the University of California at San Francisco.

IN GENERAL

Patricia Donahoe, MD, of MGH Pediatric Surgery, recently received the Flance-Karl Award at an American Surgical Association meeting. The award is presented to a surgeon in the United States who has made a seminal contribution in basic laboratory research that has application to clinical surgery.

Lynne Levitsky, MD, chief of the MGH Pediatric Endocrine Unit, has been named president elect of the Lawson Wilkins Pediatric Endocrine Society. The society, comprised of approximately 900 members, is the North American professional society for academic pediatric endocrinologists.

May 21, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

First-time case at the MGH saves patient

When an 18-year-old male patient suffering from acute aortic trauma was wheeled into the operating room recently, doctors approached his injuries with a procedure that had never been tried at the MGH for this type of injury. The patient had significant bruising in his lungs and a torn aorta as a result of a high-speed car accident. His injuries were life-threatening, and open-repair surgery on his aortic tear had been ruled out. With the resolve and true spirit of MGH caregivers, the group of doctors, nurses and technicians worked together to perform the first thoracic aortic stent graft for a trauma patient at the MGH.

Under the direction of Richard Cambria, MD, chief of Vascular and Endovascular Surgery and co-director of the Thoracic Aortic Center, the medical team began the 90-minute procedure – brief compared to the standard five hours for open-repair surgery – to repair the tear in the patient's aorta. To do this, Cambria inserted a stent graft replacement – consisting of a new piece of artificial aorta – through a catheter in the femoral artery in the patient's groin. Guided by a fluoroscope, which provides a visual roadmap for the surgeon, Cambria then positioned and placed the graft.

(Continued on Page 2)

Clinicians perform stent graft repair at the MGH

New Charles Street/MGH temporary T station to open

The MBTA will be opening the temporary Charles Street/MGH T station May 22 at 5:30 am. The elevated walkway from the Charles Street Jail to the MBTA station will remain in place until the permanent station opens in two years. A new set of stairs will connect the elevated walkway to the station entrance. These stairs will bring pedestrians down to the ground level where they can cross three lanes of traffic before entering the temporary station entrance.

DNC website launched for hospital

To further help the MGH community stay informed about hospital plans for the upcoming Democratic National Convention (DNC) – to be held July 26 to 29 – the hospital has launched a website that has current DNC planning information. Located at *www.massgeneral.org/dnc*, the website will be continuously updated to reflect the planning changes by local, state and federal officials that may affect hospital activities. The site also is linked to the main MGH website.

The hospital will remain open and operational during the convention. This website will help employees, staff, patients and visitors get the most current information to plan their travel to and from the hospital.

As *Hotline* goes to press, the following information should help clarify some questions about transportation issues. As the DNC committee releases more information to the public, this information could change. Employees and staff who have further questions, should contact their administrative supervisors for more information.

- Route 93 will not be closed for the entire day during the convention. It will be closed in both directions only in the evenings from July 26 through July 29.
- For passengers who travel on the Haverhill commuter rail line, the MBTA is directing them to transfer to the Orange Line at Oak Grove. The Orange Line will stop at the Haymarket Station, which is within walking distance of the main campus. A Partners shuttle bus will be available at Haymarket to bring passengers who cannot walk the distance to the main campus.
- Those who travel on the Newburyport, Rockport or Lowell commuter rail lines, will transfer to buses at various points on each route that will take them to South Station. From South Station, passengers can take the Red Line northbound three stops

(Continued on Page 2)

ADVANCES

Diabetes drug eases effects of HIV therapy

Use of an oral anti-diabetes medication produced significant improvement in a group of patients with HIV lipodsytrophy, a syndrome involving the redistribution of fat and other metabolic changes in those receiving combination drug therapy for HIV infection. In the May 18 *Annals of Internal Medicine*, MGH researchers report that daily doses of rosiglitazone (Avandia) improved insulin sensitivity and alleviated fat redistribution in patients with lipodystrophy and insulin resistance.

Although combination drug therapy can significantly reduce viral levels and help maintain health in HIV-infected individuals, a significant number can develop lipodystrophy. Symptoms of the syndrome may include a loss of subcutaneous fat in the face, arms and legs; increased fat deposits in the abdomen and upper back; changes in cholesterol and other blood lipids; and insulin resistance. "The metabolic complications of this condition are becoming more significant as patients spend more time on this treatment," says Colleen Hadigan, MD, MPH, of the MGH Neuroendocrine Unit and Program in Nutritional Metabolism, the report's lead author.

Since patients with HIV lipodystrophy may have a variety of symptoms, the current study was limited to participants who had developed insulin resistance. The 27 enrolled patients received daily doses of either rosiglitazone or a placebo. At the end of the three-month study period, those who received rosiglitazone were found to have a 20 percent improvement in insulin sensitivity and had significant increases in total body fat, particularly in their extremities.

"There still are a lot of questions to be answered about safety before these results can be widely applied," Hadigan says. "Larger and longer trials of this drug and related medications are needed to determine the best therapeutic approaches for individual patients."

Additional MGH study authors are Steven Grinspoon, MD, and Fiona Havers.

— First-time case at the MGH saves patient

(Continued from Page 1)

The patient recovered well from the surgery, although other injuries from his accident resulted in a longer hospital stay.

"Traditional methods for treating thoracic aortic injuries involve major open operations, which means considerable post-operative pain and prolonged recovery," says Cambria. "In aortic trauma, coexistent injuries either preclude or complicate open surgical repair. There is little doubt that stent graft repair will be the standard treatment in the near future."

The Thoracic Aortic Center at the MGH is one of only a few groups in the Northeast to perform this type of procedure usually done to repair aortic aneurysms, and the center's surgeons have the largest regional experience to date. In addition, the Thoracic Aortic Center is participating in three clinical trials evaluating thoracic aortic stent graft repair.

A recent thoracic aortic stent graft procedure can be viewed on the MGH website at *http://www.or-live.com/massgeneral/1183/*. ●

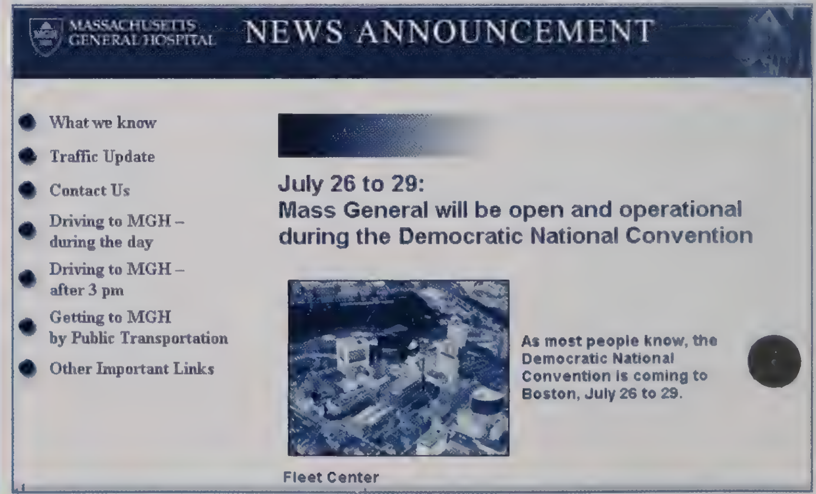
— DNC website launched for hospital

(Continued from Page 1)

to the MGH/Charles Street T station, which is within walking distance of the hospital.

- A new temporary MGH/Charles Street T station will be opening May 22 at 5:30 am. The existing elevated walkway from the station will remain in place connected by a new set of stairs to the station entrance.
- Pedestrian access to streets near the hospital will continue.
- For those who take the commuter boat service at Lovejoy Wharf, this service will be closed from July 23 to July 30.
- Partners Transportation will provide shuttle service for all existing routes. The pick-up locations for the routes will not change, with the exception of the North Station location. Alternate stop locations will be distributed once they are finalized. ●

Below is the hospital's new DNC website, located at www.massgeneral.org/dnc/.

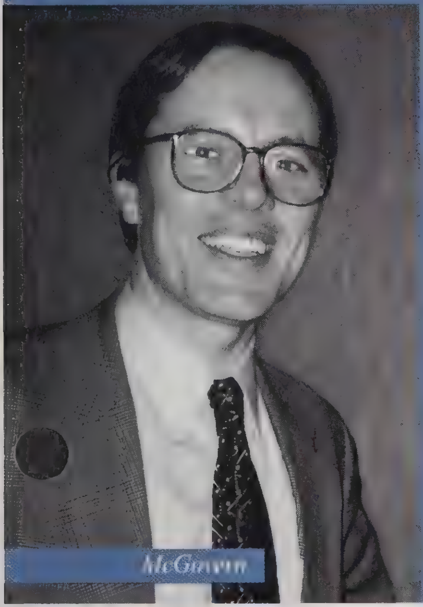

MASSACHUSETTS GENERAL HOSPITAL
NEWS ANNOUNCEMENT
What we know
Traffic Update
Contact Us
Driving to MGH – during the day
Driving to MGH – after 3 pm
Getting to MGH by Public Transportation
Other Important Links
Fleet Center

July 26 to 29:
Mass General will be open and operational during the Democratic National Convention

As most people know, the Democratic National Convention is coming to Boston, July 26 to 29.

New award created in memory of beloved MGH physician

In memory of MGH cardiologist Brian McGovern, MD, who was tragically killed last year, the Massachusetts General Physicians Organization (MGPO) has established the McGovern Clinical Excellence Award. The award will recognize physicians who spend much of their time caring for patients, make compassion a cornerstone of their practice and contribute to making the MGH community a better place to work and receive care.



McGovern

"During the past year, many people have told me that they wished they had had a chance to thank Brian for his skill in caring for patients and his support as a colleague and a friend," says Britain Nicholson, MD, MGH chief medical officer. "With this award, we have an opportunity to recognize some of our dedicated doctors and honor Brian."

Jeremy Ruskin, MD, of MGH Cardiology and a member of the review committee for the McGovern award adds, "Brian was a caring and dedicated physician, a brilliant colleague and a cherished friend. This award is a wonderful tribute to his extraordinary personal and professional contributions and to what he valued most in his career – skillful, compassionate care of patients and dedication to the MGH community."

Any MGPO or MGH employee may nominate a physician. The deadline to submit is June 15. The MGPO will present this award at its 10th anniversary dinner Oct. 23.

"I'd like to encourage staff members from around the hospital to submit nominations," says David Torchiana, MD, MGPO chairman and chief executive officer. "This award gives us an opportunity to demonstrate how much we value our clinicians who provide excellent care, day after day."

Nomination forms for the McGovern Clinical Excellence Award are available online at *http://is.partners.org/mgpo/Online/mcgovern.asp* or can be picked up in Bulfinch 208, the White Lobby, the Central Lobby and the Gray/Jackson Lobby. For more information, call (617) 724-4549.

MGH sponsors employee career fair for technologists and allied health professionals

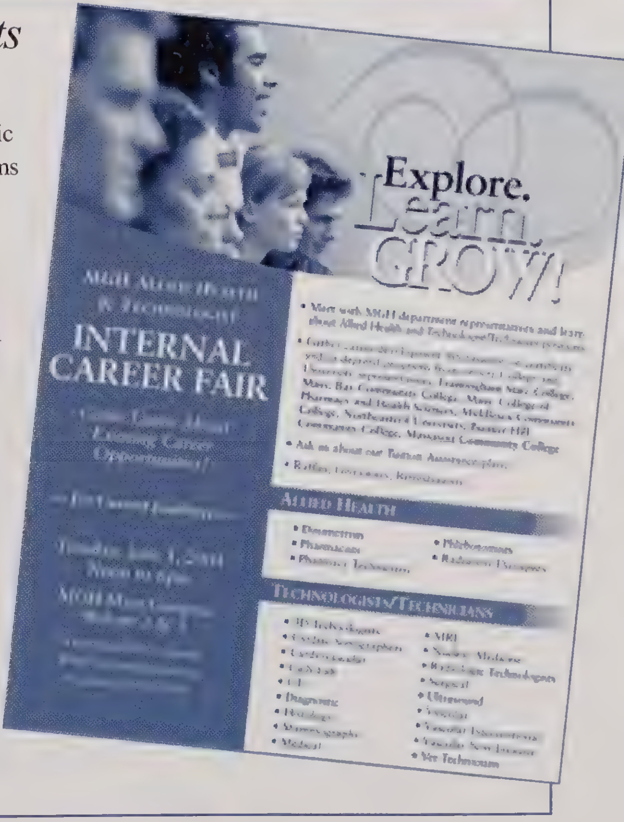
The field of technologists and allied health professionals is experiencing a dramatic shortage of qualified job applicants because of a decrease in the number of training programs available, as well as a competitive job market. To help address this problem, the MGH has convened a Human Resource Technologist Task Force to focus on a comprehensive plan to enhance the applicant pool, increase new hires and retain current staff.

Allied health jobs include positions such as medical technologists, pharmacists, pharmacy technicians, radiology technologists and radiation therapists. Technologists work in areas such as cardiovascular medicine, cardiac catheterization, histology, mammography, nuclear medicine, radiology, surgery, ultrasound and vascular intervention.

"Technologists and allied health professionals serve an important role in patient diagnosis and care," says Mary Acconcia of the MGH Human Resource Technologist Task Force. "To ensure we meet patient and provider demands, we must look at effective, long-term staffing and retention initiatives both externally and internally."

A career fair for current MGH employees will be held June 1, from noon to 6 pm in the Walcott Conference Rooms, to promote these career opportunities and to allow employees to meet with representatives of departments that employ such personnel. In addition, admissions officers from colleges and universities that offer degree and certificate programs in these areas will be available to speak with employees. Information on tuition reimbursement, the support services grant program and scholarship opportunities will be available.

For more information, call (617) 724-3344 or send e-mail to *rsvp@partners.org*. ●



Explore. Learn. GROW!

MGH Allied Health & Technologist

INTERNAL CAREER FAIR

ALLIED HEALTH

- Pharmacists
- Phlebotomists

TECHNOLOGISTS/TECHNICIANS

- MRI
- Ultrasound

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WHAT'S HAPPENING

Disabilities presentation

The MGH Office of the President and the MGH Council on Disabilities Awareness invites the community to a presentation "Employment: The Greater Equalizer for People with Disabilities" June 9, from 10 to 11:15 am in the O'Keeffe Auditorium. Roy Grizzard, MD, the first assistant secretary of Labor for the Office on Disability Employment Policy, will be the guest speaker. A reception in Grizzard's honor will immediately follow the presentation. The event is co-sponsored by the MGH Community Benefits Program, the Association of Multicultural Members of Partners, Patient Care Services, Human Resources and the Multicultural Affairs Office.

Diaz award nominations

Nominations for the Ricardo Diaz Memorial Award now are being accepted. Diaz, who worked in MGH Environmental Services and MGH Buildings and Grounds, tragically lost his life during snow removal at the MGH. An award of $1,000 will be given to the nominee who best represents the qualities Diaz demonstrated during his 12 years at the MGH. Employees who have worked at the MGH for at least two years in Buildings and Grounds, Environmental Services, Materials Management, Nutrition and Food Services, or Police and Security are eligible. Unit Service Associates also are eligible for the award. Nomination forms can be picked up in the offices mentioned above or in the Human Resources offices located on White 14, Clinics 117 and 75 Blossom Court. Nominations also can be obtained online in English and Spanish at *http://is.partners.org/hr/affiliates/mgh/*. Nominations are due May 27 by 3 pm.

Infertility workshops

MGH Vincent Reproductive Medicine and IVF will present a free four-evening workshop series open to any individual or couple with infertility issues June 1, 8, 15 and 22, from 5:15 to 7:15 pm. Rob McInnes, MD, and Lucie McInnes, RN, will lead the workshops that will include teaching and discussion as well as the practice of meditation and other complementary medicine techniques. For more information or to register, call (617) 726-8868.

Identity theft seminar

MGH Police and Security will host an identity theft seminar May 25, from noon to 1 pm at CNY Building 149, room 2204. Bonnie Michelman, director of Police, Security and Outside Services, and members of the Special Investigative Unit will talk about one of the fastest growing crimes in the country, how to spot the signs of identity theft and how to protect your identity.

Memorial golf tournament

The Clubs at Charles River Park invite the MGH community to the Paul Daley Memorial Golf Tournament Aug. 9 at the Winthrop Country Club. The tournament is a scramble format with a shotgun start at 8 am. For more information or to register, call (617) 726-2900.

MGH Revere road race and health fair

The MGH Revere HealthCare Center will hold its annual road race and three-mile walk June 12 at 7:30 am along Revere Beach. The race begins at 8:30 am, the walk begins at 9 am and a children's one-mile run begins at 9:30 am. All proceeds will benefit the MGH Youth Zone. For more information or to register, contact Bernice MacIntyre at (781) 485-6062 or send e-mail to *bmmacintyre@partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

MGH Radiology helps women take charge of their health

MGH Radiology hosted its first "Taking Charge" Women's Health Program at Boston's Copley Marriott May 8. More than 150 attendees turned out to hear MGH physicians discuss cutting-edge therapies and medical imaging techniques that can affect the health of women of all ages.

Presentation topics included osteoporosis and dermatology, with specific emphasis on image-guided, minimally-invasive treatments for peripheral vascular disease (PVD), uterine fibroids and compression fractures of the spine.

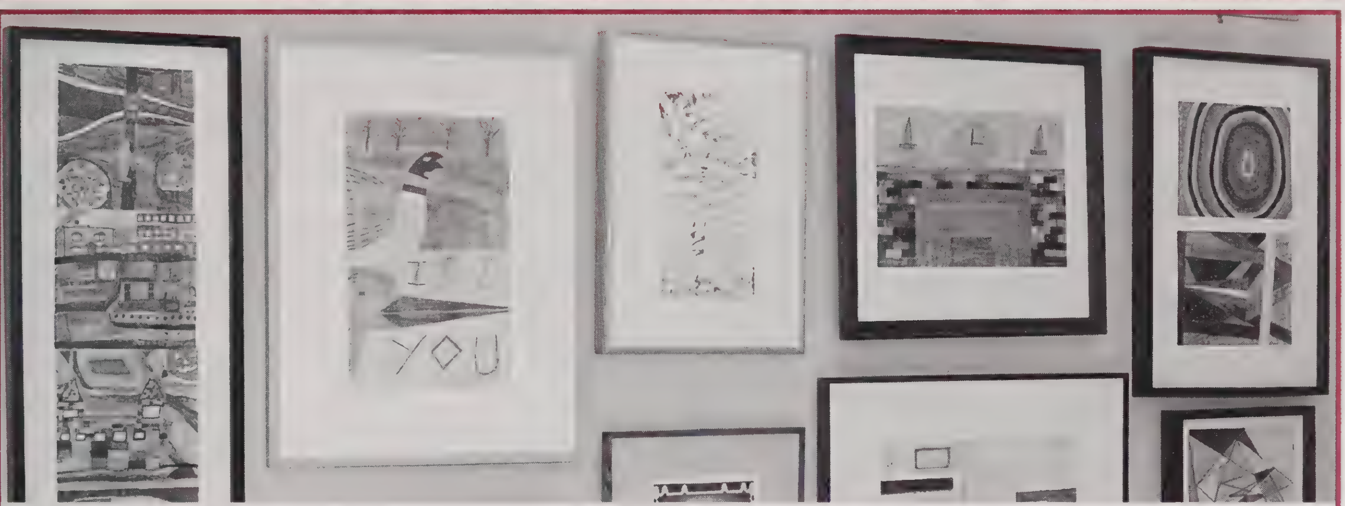
"Women of all ages are increasingly taking control of their own health care," explained Joshua Hirsch, MD, director of MGH Interventional Radiology and Endovascular Neurosurgery. "This program brings leading physicians directly to the patients so that they can better understand the options available and make the most informed choices."

MGH vascular radiologist, Stephan Wicky, MD

May 28, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



Healing hearts with the arts

"Art brings joy to even the most hardened souls," said Joe MacDonald, a guest speaker, former homeless person and a featured artist, at a reception to celebrate the 19-year relationship between the MGH and the Boston Health Care for the Homeless Program (BHCHP). The reception – held under the Bulfinch Tent May 21 – displayed artwork from homeless men and women recovering at the Barbara M. McInnis House, a 24-hour medical respite care unit for homeless adults. Artwork also was displayed along the hallway across from Coffee Central from May 17 to 28.

Brilliant, colorful drawings and paintings lined the tent where MacDonald spoke about the joy and hope the art program at the McInnis House brings to its patients.

Other speakers included Joan Quinlan, of MGH Community Benefit Program; Peter L. Slavin, MD, president of the MGH; and Jim O'Connell, MD, president of the BHCHP. They spoke about the relationship between the MGH and the BHCHP and the creation of the McInnis House. "I am very proud this hospital has a longstanding commitment to helping those who are less fortunate," said Slavin.

The BHCHP at MGH is supported in part by the MGH Community Benefit Program.

Hazmat drill prepares MGH

In preparation for a possible emergency associated with the 2004 Democratic National Convention (DNC), which will be held at the Fleet Center this summer, the MGH conducted a hazardous materials decontamination drill on May 23. Complete with mock victims and hospital staff – including the newly formed Hazmat Decontamination Team – the drill was conducted to maximize the hospital's ability to efficiently handle a nuclear, chemical or biological disaster in a timely and efficient manner.

In addition to staff training, the drill also highlighted the hospital's mobile Mass Decontamination Unit (MDU). The MDU is

(Continued on Page 2)

Hazmat team members tend to mock victims during the drill.

— Drill prepares MGH

(Continued from Page 1)

a portable tent designed to be used during a disaster involving contaminating agents. It serves as a decontamination shower for both ambulatory and nonambulatory patients. Use of the unit helps protect employees and patients inside the hospital from potential exposure to contamination from harmful agents.

"This was our first opportunity to exercise the hospital's new Hazmat response plan, which involves the Hazmat Decon Team and staff from many other departments," says Julia Gabaldon, the MGH emergency management coordinator. "It also was our first opportunity to work directly with Boston Fire Department's Special Operations Group, which would respond to the MGH in case of such an incident. We appreciated the coaching provided to our team by Boston Fire."

> **"THIS WAS OUR FIRST OPPORTUNITY TO EXERCISE THE HOSPITAL'S NEW HAZMAT RESPONSE PLAN, WHICH INVOLVES THE HAZMAT DECON TEAM AND STAFF FROM MANY OTHER DEPARTMENTS."**
>
> **— JULIA GABALDON**

The Hazmat Decon Team – which is just one component of the hospital's overall response effort – is comprised of clinical and nonclinical staff from around the institution, including administrators, nurses and physicians, researchers, social workers, laboratory technicians and numerous others who have volunteered to participate in the hospital's Hazmat response efforts. The team has undergone intensive training with Boston Emergency Medical Services (EMS) to prepare for this contingency and continues to train and drill on this key component of the overall response. Another drill is scheduled to take place this summer.

The Hazmat Decon Team is a key component of the hospital's Hazmat response effort. The overall response effort includes: Police & Security, Buildings & Grounds, Environmental Health & Safety, Radiation Safety, Environmental Services and the Emergency Department. Other departments participating in Sunday's drill included Materials Management, Ambulatory Care Services and Volunteer Services.

In addition to the Boston Fire Department, officials from the Boston Metropolitan Medical Response System and EMS, Boston Emergency Management Agency and Federal Emergency Management Agency were on hand to observe the drill. ●

MGH honors community women as role models of good health

A **senior who volunteers** her time to terminally ill children, the founder of an African American dance troupe and a senior center director who does not let multiple sclerosis slow her down, were among seven community residents honored by the MGH as "role models of good health" May 13 at Revere High School.

More than 350 area women gathered for the fourth annual "Celebrating Women: Leading a Vibrant, Healthy Life" event presented by MGH Community Health Associates.

"Keep Moving" was this year's message with yoga, tai chi and other demonstrations, which emphasized the importance of exercise in leading a healthy life. Participants gathered information and engaged in discussions on a variety of women's health issues, including heart disease, menopause, diabetes, nutrition, depression, smoking cessation and cancer. Health care providers from the MGH and its community health centers were on hand to answer questions. Blood pressure screenings, massage and reiki therapy sessions also were available.

Mallika Marshall, MD, of the MGH Chelsea HealthCare Center and CBS-TV 4 medical consultant, presented the Celebrating Women Award to women from Back Bay, Charlestown, Chelsea, Everett, the North End, Revere and Winthrop. The women, chosen by their community health centers, were honored as role models of good health, and were introduced by young women in the community who had found inspiration in their lives.

Celebrating Women

From left, Marshall, student presenter Julie O'Neil, Celebrating Women Award winner Gloria Keane of Everett and Everett Mayor David Ragucci

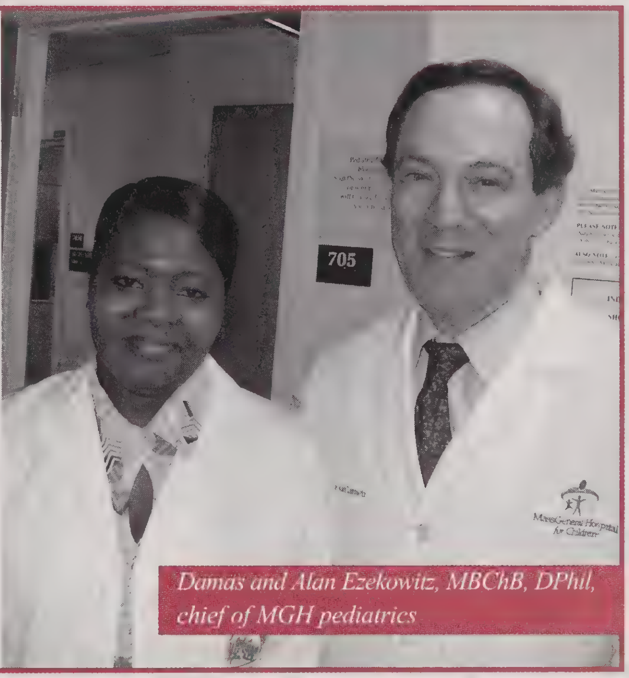
Employees are the GEMs of the hospital

MGH employees often go above and beyond the call of duty to make the experiences of patients and their families as pleasant as possible. MassGeneral Hospital for Children (MGHC) has recognized this quality in its employees by creating the GEM – Going the Extra Mile – Recognition and Reward Program, a monthly awards initiative for all staff working in outpatient care areas of MGHC.

The first two employees to receive the GEM award are Adeena Callina, a clinic administrator in Pediatric Hematology-Oncology, and Francoise Damas, senior medical assistant in the Pediatric Phlebotomy Lab. Callina received her award in April and Damas was the May recipient.

Any MGHC employee can nominate an individual or a team by filling out a recommendation form. A team of MGHC practice leaders and staff will then determine who will receive the monthly recognition.

For more information or to obtain a recommendation form, employees should see their practice manager or supervisor.



Damas and Alan Ezekowitz, MBChB, DPhil, chief of MGH pediatrics

MGH Support Service Employee Grant program helps fulfill dreams

Both Dolores Ivette Kershaw, of MGH Psychiatry, and Celia Maria Sewell, of the MGH Central Resource Department, are working hard to improve and advance their careers at the hospital, and both are extremely grateful for the programs the hospital provides employees – especially the Support Service Employee Grant program. The program, funded by the MGH Diversity Committee, was developed in 1999 to help employees fulfill their career goals while improving current job performance. Grant recipients receive up to $1,500 to help defray educational costs.

Kershaw, who graduated last weekend with a master's degree in Occupational Therapy, received the grant twice to assist in her goal of achieving a joint bachelor and master's degree from Dominican College in Orangeburg, New York.

Every two weeks for five years, Kershaw would drive three and a half hours each way to attend classes Friday night through Sunday and then return to work on Monday. "[illegible] fortunate to have had the support of my manager, Barbara Middleton, OTRL, of MGH Psychiatry, and the opportunity that the MGH has extended to me through the Support Service Grants," says Kershaw.

Sewell received the grant last year and joined the ultrasound program at Middlesex Community College. She learned about the grant through a seminar and believes the support she received from the hospital has been a big motivator. "Without this grant, I would not have been able to afford the classes," says Sewell. "Because of this great program, I am one step closer to achieving my goal."

> "OUR GOAL IS TO PROVIDE EMPLOYEES THE RESOURCES THEY NEED TO ADVANCE THEIR CAREER AT THE MGH."
>
> — HELEN WITHERSPOON

To encourage MGHers to apply for the Support Service Employee Grant, MGH Training and Workforce Development sponsors an annual Career Development Series (CDS) to inform employees about growing fields in health care. This year's workshops highlighted nursing, pathology, pharmacy, radiology, respiratory therapy, surgical technology, ultrasound and veterinarian technician careers and contained information about financial assistance, including the internal Support Service Employee Grant program.

According to Helen Witherspoon, program manager, the CDS and the grant program help address two concerns facing many adult learners. "The grant provides up-front money to help overcome the initial financial hurdle frequently associated with higher education," said Witherspoon, noting that the CDS saves employees valuable time researching health career information. "Our goal is to provide employees the resources they need to advance their career at the MGH."

Applications are available for grants for fall 2004 and spring 2005. All nonexempt, benefits-eligible employees who have worked at the MGH for at least two years and are in good standing can apply. The deadline is June 11.

For more information or to obtain an application, call Helen Witherspoon or Lidia Rosado at (617) 726-2230. ●

May 28, 2004

MGH**HOTLINE**

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WHAT'S HAPPENING

Blood donors needed

The MGH Blood Donor Center is asking employees to donate blood around the Memorial Day Holiday and to encourage family and friends to donate. A pancake breakfast will be held June 1, from 8:30 to 11 am, for all employees who donate at that time. All blood donors who donate at least two times before Aug. 1 will have their names entered to win one of 10 packages for a one-night stay, including dinner and breakfast at the International Inn in Hyannis, Mass. The Blood Donor Center is open Monday and Wednesday through Friday, from 8:30 am to 4:30 pm and Tuesdays, from 8:30 am to 5:30 pm. For more information or to make an appointment, call (617) 726-8177.

Menopause and your health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" June 9, from 5 to 7:30 pm at the Revere HealthCare Center. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25, and scholarships are available. For more information, call Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org.*

Senior HealthWISE lecture

MGH Senior HealthWISE will sponsor "Myths of Aging" June 7, from 4 to 5 pm in the Walcott Conference Rooms. Kenneth Minaker, MD, chief of the MGH Geriatric Medicine Unit, will uncover the truths and misconceptions about aging. For more information, call (617) 724-6756.

CRP seminar series

The MGH Clinical Research Program (CRP) will sponsor an information session "RSVP for Health," featuring MGH Medical Interpreters Service and the MGH Translation Office June 9, from 11:45 am to 1 pm in the Wellman Conference Room. Kay Ryan, of the CRP Clinical Research Support Office, will describe how to use the "RSVP for Health" database for subject recruitment. Karin Hobrecker, an MGH translation specialist, and Lulu Sanchez, of the MGH Medical Interpreters Office, will review available language resources and give tips on how to plan for and work with medical interpreters and translators. For more information or to register, call (617) 726-1669.

Ethics journal club

The June Ethics Journal Club will present "Exploring the Ethical Challenges of DNR Orders" June 11, from noon to 1 pm in the Sweet Conference Room. Aaron Waxman, MD, PhD, of the MGH Pulmonary and Critical Care Unit, will be the discussant and Ellen Robinson, RN, PhD, of MGH Nursing, will be the presenter. For more information or to obtain the article electronically, send e-mail to *ldunlop@partners.org* or *mwise@partners.org.*

MGH Revere road race and health fair

The MGH Revere HealthCare Center will hold its annual road race and three-mile walk June 12 at 7:30 am along Revere Beach. The race begins at 8:30 am, the walk begins at 9 am and a children's one-mile run begins at 9:30 am. All proceeds will benefit the MGH Youth Zone. For more information or to register, contact Bernice MacIntyre at (781) 485-6062 or send e-mail to *bmmacintyre@partners.org.*

Estrogen therapy forum

The MGPO and the Women's Health Coordinating Council are co-sponsoring a forum for clinicians, "Update on Estrogen Therapy," June 7, from 5 to 6:30 pm in the O'Keeffe Auditorium. Isaac Schiff, MD, chief of the MGH Vincent Memorial Obstetrics and Gynecology Service, will be the speaker. Contact hours will be awarded to nurses. For more information, call (617) 724-9080.

Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
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www.massgeneral.org/news/

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(617) 726-2206

Vincent IVF gets high marks

In a recent report by Tufts Health Plan, the MGH Vincent Reproductive Medicine and In Vitro Fertilization (IVF) Unit was recognized as having one of the most successful programs in the region.

In a review of the six assisted reproductive technology (ART) centers within the Tufts plan, data showed that the MGH Vincent program had outstanding pregnancy rates with a low number of multiple births. In addition, the Vincent IVF Unit was the only program to receive a 100 percent patient satisfaction rating.

Right, the MGH Reproductive Medicine and IVF team. (clockwise) Jan Shifren, MD, Thomas Toth, MD, John Petrozza, MD, and Robert Mehmet, MD

June 4, 2004

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Gene measurement key to breast cancer recurrence risk

A simple measurement of the activation of two genes in breast cancer tissue appears to identify tumors that are more likely to recur in women treated with the drug tamoxifen for early-stage disease. Determining patients for whom tamoxifen treatment is likely to fail would allow earlier use of other therapies that could be more effective for those women. Researchers from the MGH Cancer Center and Arcturus Bioscience, Inc., describe their findings in a report to be published in the June issue of *Cancer Cell* and released online June 3.

"Until now, there has been no way to predict which estrogen-receptor-positive patients will not respond to tamoxifen treatment. The ability to do so could allow physicians to choose other drugs for those patients," says Dennis Sgroi, MD, director of Breast Pathology at the MGH.

The researchers gathered tumor samples from patients who had received tamoxifen treatment for early-stage, estrogen-receptor-positive breast cancer. Detailed analysis of which genes were expressed or "turned on" in the tumors demonstrated that the ratio between the expression levels of two genes – HOXB13 and IL17BR – was the strongest predictor of whether a tumor would recur. The first analysis of samples from 60 patients was followed by analyses of tumors from 20 other patients, and data from both groups supported the predictive power of the two-gene expression ratio.

A commercial analysis based on these findings may be available later this summer. Other MGH authors of the study are Zuncai Wang, PhD, Paula Ryan, MD, PhD, Anne Barmettler, Andrew Fuller, Beth Muir, Gayatry Mohapatra, PhD, Barbara Smith, MD, PhD, Jerry Younger, MD, Ulysses Balis, MD, Atul Bhan, MD, Karleen Habin, RN, and Daniel Haber, MD, PhD.

Updated information released about DNC

In preparation for the Democratic National Convention (DNC) to be held July 26 to 29, the MGH continues to update its employees and patients about important issues concerning commuting and parking. The information below outlines further road closures, traffic changes and public transportation revisions recently released by the DNC committee. MGHers are encouraged to use this current information to plan their commute to and from the hospital during the convention dates and to help answer questions from patients and visitors. This information, however, is subject to change at any time.

Changes to MBTA/public transportation, parking

Red Line – The new temporary MGH/Charles Street MBTA Red Line Station now is open.

Parking at MGH – The DNC committee will be using the MGH Nashua Street Orange Lot and the Fleet Center underground garage. Employees who park in these areas will be parking in the Yawkey Center for Outpatient Care underground garage from July 6 to Aug. 9. More details about this parking arrangement will be coming soon. In preparation for the DNC use of the Nashua Street Orange Lot, the vehicle stackers in that lot will be removed this week. They will not be reinstalled.

Changes to major arteries and roads

For security reasons, officials will not announce exactly what time the roads will close in the afternoon. There are indications that it will be between 4 and 6 pm. All interstate, highway and street closures will be initiated at the same time.

Route 93 – When the road closures are initiated nightly, all Route 93 on-ramps between Reading and exit 20 (Mass Pike) in Boston will be closed. All 93 northbound on-ramps between Braintree and exit 60 in Medford also will be closed.

Come rain,
come shine
or DNC,
We'll be here for you!

The MGH will be open and operational during the Democratic National Convention, July 26 to 29

For more details about the best way to get to the hospital during those dates, visit http://www.massgeneral.org/dnc/

Route 90/Massachusetts Turnpike – The Mass Pike will be open to traffic in both directions. There will be a restricted eastbound lane from the Western Avenue exit to the intersection with Route 93 at South Station. Access to this lane will be restricted to ambulances, police and MBTA buses.

(Continued on Page 2)

MGHers reminded to wear ID badges during DNC

When the Democratic National Convention (DNC) comes to the Fleet Center this summer, it will have a significant impact on the MGH and the city of Boston. The MGH Police, Security and Outside Services Department is reminding all employees that during the DNC wearing their photo identification badge is required at all times while on hospital property and will be strictly enforced during the week of the convention.

The department recommends that employees keep ID badges with them at all times, particularly during the week of the convention. Events may require employees to present their badges before entering the hospital or at checkpoints coming to or from the hospital. Proper placement of the ID badge should be picture side out and in a prominent location such as a shirt collar.

"It is imperative for our department to protect everyone, so we are asking every employee to wear their badge at all times while on hospital property. It is possible that you will not be admitted into the hospital without it," says Bonnie Michelman, director of MGH Police and Security and Outside Services.

Employees who need a new or replacement badge should visit the Photo ID Office located in the basement of the Clinics Building, Room 045A, as soon as possible. The office is open Monday through Thursday from 7:30 am to 4 pm, and Fridays from 10:30 am to 4 pm. The Photo ID Office at CNY is located in the West Lobby of Building 149 and is open Monday through Thursday, from 8 am to 4 pm and Fridays, from 10:30 am to 4 pm.

The Photo ID Office on the main campus will offer extended hours the week of July 12 through 17 and again on July 20 to provide additional time for MGHers to receive a new badge.

The hours are as follows:

July 12 through July 16: 6 am to 6 pm
July 17: 8 am to 4 pm
July 20: 6 am to 6 pm

During the week of the DNC, the Photo ID Office will be open on a limited basis or not at all, so employees are encouraged to obtain badges during the preceding weeks. For more information, call (617) 724-9339.

—Information released about DNC

(Continued from Page 1)

Storrow Drive – The Storrow Drive/Leverett Circle connector to Route 93 north and south will be closed every evening when Route 93 is closed. Storrow Drive westbound will be open, but Storrow Drive eastbound will close at Western Avenue. The state police are encouraging as many drivers as possible to use roads other than Storrow Drive eastbound. Eastbound traffic at Leverett Circle will be directed to McGrath/O'Brien Highway or Martha Road. This may cause major delays on Storrow Drive eastbound.

Memorial Drive – Memorial Drive westbound will be open. Memorial Drive eastbound will be closed at the BU Bridge. State police are encouraging as many drivers as possible to use roads other than Memorial Drive.

McGrath/O'Brien Highway – The McGrath/O'Brien highway will be open westbound. Eastbound will closed at the intersection with Land Boulevard (near the Museum of Science). Vehicles exiting the Museum of Science parking garage after the roads have been closed must turn left and travel westbound.

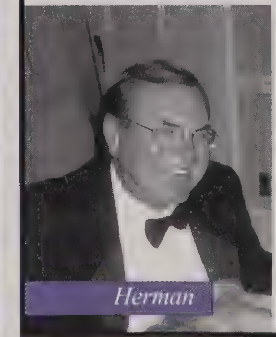
Alternate driving routes – Alternate driving routes are being developed by law enforcement and transportation authorities and will be published prior to the convention.

The hospital will continue to update employees, patients and visitors with DNC information through broadcast e-mails as well as articles in *Hotline*. For more information about travel to and from the hospital during the convention, visit the hospital's DNC website at *www.massgeneral.org/dnc.* ●

In memoriam: Kenneth Herman, MD

Kenneth Herman, MD, who was co-director of the Children and the Law Program for MGH Psychiatry, died May 30 at the age of 59. Herman founded the Children and the Law Program at the Judge Baker Children's Center in 1982 and brought the program to the MGH in 1992.

"Ken personally provided a full range of clinical and consultative services related to child and family legal issues," says Ron Schouten, MD, JD, director of the Law and Psychiatry Service. "He was known throughout the community as a dedicated and caring clinician and teacher, as well as a leader on child welfare matters."



Herman

Herman received his doctorate in Clinical Psychology from the George Washington University in 1974. His dedication to child welfare issues involving child welfare agencies, the courts and the legislature led him to law school. He received his degree from Boston College Law School in 1981 and was admitted to the Massachusetts bar that same year.

MGH YouthCare program honors devoted friend

The new library at the MGH YouthCare program is a bright and cheerful room filled with books and toys for the many at-risk youth who participate in the program, which is part of the MGH Charlestown HealthCare Center. The library is part of YouthCare's renovated space at 15 Green St. in Charlestown – above the Charlestown Boys and Girls Club – that has allowed the program to expand and enhance its services for children with social, emotional and behavioral disabilities.

A portrait of Carolan

YouthCare staff felt that it would be fitting for the new library, which is a much-needed resource for the children, to be named after a devoted friend who was a vital resource for the program – Francis X. Carolan.

Carolan, who died in July 2000, became involved with YouthCare (formerly known [illegible] Camp Bunker Hill) through his daughter, Peggy Carolan, who is the administrative director of MGH Charlestown. According to his daughter, Carolan developed a love for the program in the 1980s when he helped organize the health center's summer picnics at Hale Reservation in Westwood, which was home to YouthCare's summer camping program.

It was no surprise to those who knew him that Carolan would devote much of his time and energy to the program. As a Chelsea firefighter for 37 years, Carolan was very involved with community activities and serving others. "Dad would never say 'no' to anyone who was in need of help," said Peggy Carolan at a special dedication celebration for the library held May 5.

"His many friends remember him as an affable, humorous, dignified and all-around great guy."

From left, seated, Karen Ballantine and Laurie Griffin. Standing, Barbara Smith, MD, Daniel Ballantine, Hazel Brown and Michele Gadd, MD.

Walking with hope

It began with two brave women battling breast cancer who wanted to do something to help others who might face this terrible disease. "Friends with Hope" was started in January 2000 by Cheryl Cavallo and Janet Ballantine to help raise money through an annual walkathon for critical breast cancer research and to help educate women and men about early detection. Proceeds from the walkathons go to breast cancer research at the MGH.

Since the organization's inception, both women have lost their lives, but their legacy lives on with the Friends with Hope 5K walk that is now in its fifth year. The walk will be held June 27 from 8 to 11 am in Pembroke, Mass.

Janet Ballantine's husband, Daniel, their daughter, Karen, and two family friends recently visited the MGH Cancer Center to give an additional gift of $30,000 to support the breast cancer research of Barbara Smith, MD.

For more information about the walk, visit *www.friendswithhope.com.* ●

Friends of the MGH Cancer Center elect new officers

The Friends of the MGH Cancer Center recently elected new officers for 2004 to 2005 at a committee meeting May 11. The Friends of the MGH Cancer Center, a volunteer organization established in 1984, is dedicated to providing comfort, support, education and amenities to the MGH Cancer Center's patients and their families and friends.

The new officers are Judy Feingold, president; Linda Kay, vice president; Joan Suit, secretary; Barbara Hawkins, treasurer; and Nancy Brickley, assistant treasurer.

[illegible] more information about the group, call (617) 726-1063. ●

From left, Hawkins, Kay, Feingold, Patty Jenkins, outgoing president, and Suit.

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WHAT'S HAPPENING

Estrogen therapy forum

The Massachusetts General Physicians Organization and the Women's Health Coordinating Council are co-sponsoring a forum for clinicians, "Update on Estrogen Therapy" June 7, from 5 to 6:30 pm in the O'Keeffe Auditorium. Isaac Schiff, MD, chief of the MGH Vincent Obstetrics and Gynecology Service, will be the speaker. CME and CEU contact hours will be awarded to clinicians. For more information, call (617) 724-9080.

Men's cancer awareness fair

The MGH Cancer Center will host the Men's Cancer Awareness Fair June 18, from 10 am to 2 pm in the Main Corridor. Information about early detection, prevention and treatment of the most common cancers affecting men will be available. For more information, contact Tara Becker at (617) 724-9432.

Nursing Career Coaching Program

The Nursing Career Coaching Program at MGH will host a second seminar, "Getting Started in a Nursing Career," June 16, from 3 to 4 pm in the Clinics Lower Amphitheatre. A representative from the Boston Private Industry Council will provide an overview about understanding the role and activities of nurses in entry-level positions for nursing, licensing and school requirements. The seminar is open to all MGH employees. For more information, call the Training and Workforce Development Office at (617) 726-2230 or Julie Goldman, RN, MSN, at (617) 724-2295.

MGH Vincent Obstetrics anniversary

The MGH Vincent Obstetrics program will celebrate its 10th anniversary with a birthday party June 17, from noon to 2:30 pm under the Bulfinch Tent. A poster session and information booths also will be on display from noon to 4 pm under the tent. The entire MGH community is welcome to attend.

Disabilities presentation

The MGH Office of the President and the MGH Council on Disabilities Awareness invites the MGH community to a presentation "Employment: The Great Equalizer for People with Disabilities" June 9, from 10 to 11:15 am in the O'Keeffe Auditorium. Roy Grizzard, MD, the first assistant secretary of Labor for the Office on Disability Employment Policy, will be the guest speaker. A reception in Grizzard's honor will immediately follow the presentation. The event is co-sponsored by the MGH Community Benefits Program, the Association of Multicultural Members of Partners, Patient Care Services, Human Resources and the Multicultural Affairs Office.

Ethics forum

The next ethics forum, "Exploring the Ethical Challenges of DNR Orders" will be held June 11, from noon to 1 pm in the Sweet Conference Room. Aaron Waxman, MD, PhD, of the MGH Pulmonary and Critical Care Unit, Ellen Robinson, RN, PhD, of MGH Nursing, will speak. For more information, send e-mail to *ldunlop@partners.org* or *mwise@partners.org*.

Menopause and your health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" June 9, from 5 to 7:30 pm at the MGH Revere HealthCare Center. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25, and scholarships are available. For more information, call Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org*.

CRP seminar series

The MGH Clinical Research Program (CRP) will sponsor an information session featuring the "RSVP for Health" database June 9, from 11:45 am to 1 pm in the Wellman Conference Room. Kay Ryan, of the CRP Clinical Research Support Office, will describe how to use the "RSVP for Health" database for subject recruitment. Karin Hobrecker, an MGH translation specialist, and Lulu Sanchez, of the MGH Medical Interpreters Office, will review available language resources and give tips on how to plan for and work with medical interpreters and translators. For more information or to register, call (617) 726-1669.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

IN GENERAL

Joseph C. Kvedar, MD, director of Partners Telemedicine, has become president of the American Telemedicine Association, an organization of medical and technology professionals dedicated to equalizing access to health care through the use of communication technologies.

James W. May, Jr., MD, chief of MGH Plastic and Reconstructive Surgery, recently was elected as the vice president of the American Association of Plastic Surgeons (AAPS), which will lead to his assumption of the position of president in 2006. May currently serves as the secretary of the association.

Theresa C. McLoud, MD, director of Education for MGH Radiology and associate radiologist-in-chief, is one of three 2004 recipients of American Roentgen Ray Society's highest award, the Gold Medal for Distinguished Service to Radiology.

June 11, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH invests in the future of East Boston High School students

East Boston High School graduates will get a little extra help in their pursuit of a career in health care, thanks to a new scholarship and educational commitment made by the MGH. At the high school's awards ceremony June 3, Peter L. Slavin, MD, president of the MGH, presented four scholarships to East Boston High School graduates who have participated in the hospital's ProTech internship program. The scholarships total $5,000 and will be made annually.

In addition, the MGH announced that it will make a $10,000 grant to East Boston High School to develop a math and English-language arts curriculum designed to help students succeed in MCAS, SAT and advanced placement exams and expand mentoring opportunities at the high school.

The MGH has worked with Boston public schools for more than 15 years to enhance science education and prepare students for health care careers. In partnership with the Boston Private Industry Council's Pro-Tech program, the MGH provides opportunities for students from East Boston High School to work part-time in a variety of MGH clinical departments, including Patient Care Services, Radiology and some clinical laboratories. In addition, the MGH provides support for academic instruction for students who have failed the MCAS exam, as well as summer job opportunities.

"Our partnership with East Boston High School has been a tremendous benefit to both the hospital and the students. As an employer, we are committed to building a skilled and diverse workforce for the future, and through this new scholarship, we hope to inspire many young people to pursue a career in health care," said Slavin.

Slavin congratulates a scholarship recipient

You're invited!

Peter L. Slavin, MD, president of the MGH, invites all MGH employees, staff and volunteers to

Dr. Slavin's Summer Picnic

Tuesday, June 29, 2004

A complimentary picnic-style lunch will be served 11:30 am to 2 pm under the Bulfinch Patio tent, rain or shine.

11:30 am to 2 pm

- Patriots Experience will be offering a soccer kick and football toss.
- True North Events and Catering will be providing carnival games.
- Volume II Steel Band will be providing music.

For evening- and night-shift MGHers, refreshments will be served 10 pm to midnight in the lobby near Coffee Central.

- True North Events and Catering will be providing some games as well.

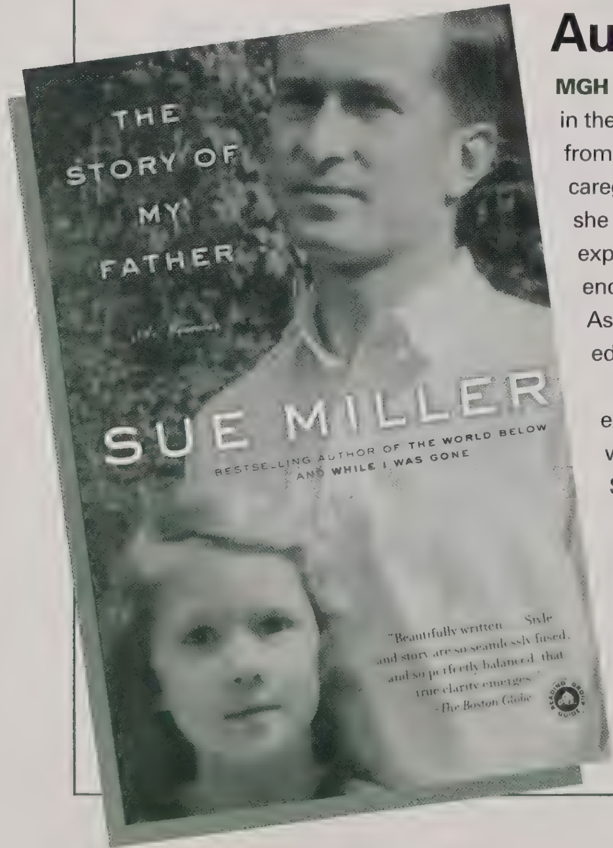
MGH hosts Alzheimer's Disease Research Center's anniversary symposium

Researchers from around the world gathered June 4 for the Massachusetts Alzheimer's Disease Research Center's (ADRC) 20-year anniversary Scientific Day Celebration, hosted by MGH Neurology. Held at the Shriner's Hospital Auditorium, the day-long symposium featured highlights of current cutting-edge Alzheimer's research, along with comments from Joseph B. Martin, MD, dean of Harvard Medical School and former chief of MGH Neurology.

MGH clinicians and researchers who spoke during the symposium included John H. Growdon, MD, the program director of the ADRC; Anne B. Young, MD, PhD, chief of MGH Neurology; Rudolph E. Tanzi, PhD, director of the MGH Genetics and Aging Unit; and MGH neurologists Bradley T. Hyman, MD, PhD, and Michael C. Irizarry, MD.

The Massachusetts ADRC is one of five original centers of excellence devoted to Alzheimer's research. Established in 1984 by the National Institute on Aging, the centers' mission is to treat, cure and, if possible, prevent Alzheimer's disease. The Massachusetts ADRC includes the MGH, BWH, Hebrew Rehabilitation Center for Aged/Harvard Division on Aging, the Massachusetts Institute of Technology and the University of Massachusetts Medical Center.

From left, Martin, Young and Growdon


THE STORY OF MY FATHER
A Memoir
SUE MILLER
BESTSELLING AUTHOR OF THE WORLD BELOW AND WHILE I WAS GONE
"Beautifully written... Style and story are so seamlessly fused, and so perfectly balanced, that true clarity emerges."
- The Boston Globe
READING GROUP GUIDE

Author Sue Miller gives poignant reading

MGH employees, family caregivers and health care providers from the community gathered in the Walcott Conference Rooms May 18 to listen to local author Sue Miller read excerpts from her latest book, "The Story of My Father." Miller's book recounts her experience as a caregiver for her father who suffered from Alzheimer's disease. Miller spoke about how she coped with the stress, her relationship with her siblings before, during and after the experience and what she would have done differently if she had to do it again. The event ended with a book signing at which a representative from the Massachusetts Alzheimer's Association was available to provide information about resources, support groups and educational programs for caregivers.

"I thought Sue Miller read with love, respect, insight and pain about her father and the experience of his illness. It was very powerful and comforting to caregivers in the group who are dealing with this on a daily basis," said Nan Lawless, of the MGH Palliative Care Service, who attended the program.

The program was sponsored by the MGH Senior Health Family-Caregiver Support program. The goal of the support program is to address the emotional, social and resource needs of older adults and their family caregivers. Researchers and health care professionals are recognizing that the needs of caregivers must be addressed with equal attention as those of the patients. ●

PrimeCare Elder Service Program expands and introduces website

The MGH PrimeCare program – an elder care program that serves MGH patients, physicians, employees and their families – recently has expanded its services and support following a successful six-month development effort.

The PrimeCare program can make a significant difference in the lives of elders and their families. It is designed to support elders and caregivers facing new and challenging daily living and/or care issues. Although these issues may initially arise from medical problems, they may also involve considerations of daily living support, home safety, financial or legal matters and caregiver support.

"Our nurse care managers work with clients and their families to solve issues they may face," says Joanne Wooldridge, RN, clinical director of PrimeCare and care manager. "We can provide concrete resources, care plans, options and support to ensure the well-being of the elder, while making it easier for caregivers to maintain a healthy balance in their lives."

A joint effort between the MGH and the Massachusetts General Physicians Organization, the program provides a wide array of care management services and is staffed by experienced nurse care managers.

PrimeCare offers medical care and coordination support, such as prescription management, appointment facilitation, medical advocacy and education about care plans. PrimeCare staff can conduct home safety evaluations, daily living assessments and will work with caregivers to ensure they are fully supported in their care efforts. For elders and their caregivers who need guidance in selecting alternative living options, PrimeCare offers information about these options and can provide support and guidance when transitioning into assisted living or nursing home settings. PrimeCare staff also can guide their clients who may have financial, legal and insurance issues. These issues might include insurance coverage and payment matters, prescription plans or the purchase of necessary equipment. Assistance and guidance with home health aide evaluation and selection and support programs for elder caregivers also are among the services available through PrimeCare.

Since the program started last spring, PrimeCare now has served more than 45 clients. Although many of these clients have been family members of MGH staff or patients referred by MGH physicians, the program is not limited to MGH patients and staff.

"We're delighted with the success of the program so far, but we're not really surprised. Most of us have elder family members or friends who are in need of increased support as they age," says Wooldridge. "The continued aging of our population, combined with reductions in Medicare services, has put a tremendous amount of responsibility on those who naturally would support elders, such as family, friends and medical providers. Unfortunately, people in these support roles don't always have the information, expertise or time needed to handle the complex and emotional issues that elders may present."

For more information about the program, visit the new website at *http://www.massgeneral.org/depts/primecareweb/index.htm*, contact Wooldridge or Barbara Maxey, RN, at (617) 726-4488 or send e-mail to *MGHPrimeCare@partners.org*.

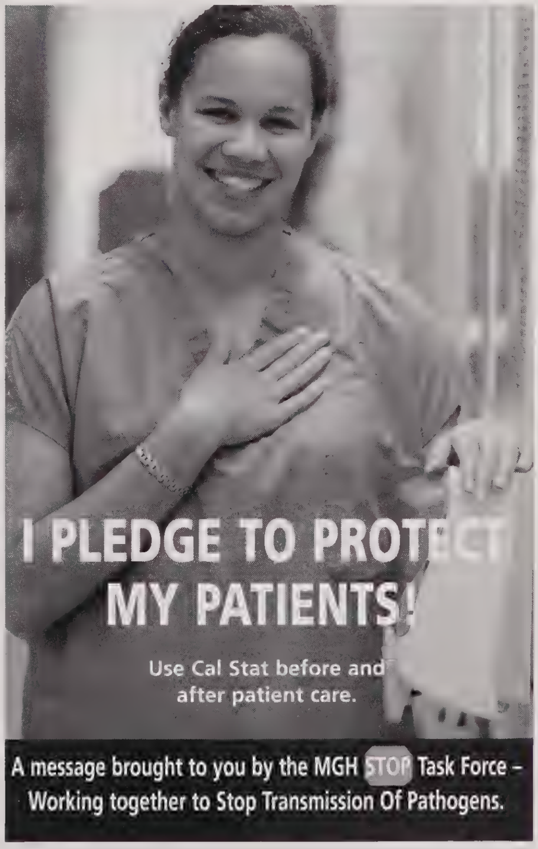
Pledging to protect patients

MGHers throughout the hospital are pledging to protect their patients by using CalStat before and after patient contact. Eight of these employees are featured on the most recent set of hand hygiene posters that recently were distributed around the hospital.

These employees, along with the STOP – Stop Transmission Of Pathogens – Task Force, feel strongly about the message of practicing good hand hygiene before and after patient contact by using CalStat, the waterless hand disinfectant available throughout the hospital.

The posters feature Kim Kane and Dan Sutton, from White 11; Chastity McMullon, from the Emergency Department; Chanda Pong and Megan Knecht, from Bigelow 11; and Christie Williamson, Margo McField and Melvin Hargrove, from the Operating Rooms.

For more information about the STOP Task Force, call the Infection Control Unit at (617) 726-2036. ●


I PLEDGE TO PROTECT
MY PATIENTS!
Use Cal Stat before and
after patient care.
A message brought to you by the MGH STOP Task Force –
Working together to Stop Transmission Of Pathogens.

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Please recycle *Hotline* in any white paper recycling box.

MGH**HOTLINE**

WHAT'S HAPPENING

McGovern Memorial Golf Tournament

The Atrial Fibrillation Foundation will host a golf tournament Sept. 16 in memory of its founder, Brian A. McGovern, MD. McGovern served as the co-director of the MGH Cardiac Arrhythmia Service until his untimely death. The tournament will be held at the Nicklaus Course at the Pinehills Golf Club in Plymouth, Mass. For more information, visit *www.pinehillsgolf.com.*

The Brian McGovern, MD, Clinical Excellence Award

Nominations for the McGovern Clinical Excellence Award are due June 15. The award will recognize a physician who makes the MGH an outstanding place to work and receive care. The MGPO will present the award at its 10th anniversary dinner this fall. All nominees will be recognized. For more information, visit *http://is.partners.org/mgpoOnline/mcgovern.asp* or call Beth LaRossa at (617) 724-4549.

Family Summer Safety Fair

The MGH Chelsea HealthCare Center will host a Family Summer Safety Fair and Bike Rodeo June 19, from noon to 3 pm, at the MGH Chelsea HealthCare Center, 151 Everett Ave. in Chelsea. The fair will feature home, water, fire, sun and car safety tips, bike and helmet decorating, as well as entertainment by George the DJ and McGruff the Crime Dog. Participants are encouraged to bring their bikes and helmets for safety checks. The rain date is June 26. For more information, call (617) 889-8535.

MGH Vincent Obstetrics anniversary celebration

The MGH Vincent Obstetrics program will celebrate its 10th anniversary with a birthday party June 17, from noon to 2:30 pm under the Bulfinch Tent. A poster session and information booths also will be on display from noon to 4 pm under the tent. The entire MGH community is welcome to attend.

Nursing Career Coaching Program

The Nursing Career Coaching Program at the MGH will host a seminar, "Getting Started in a Nursing Career," June 16, from 3 to 4 pm in the Clinics Lower Amphitheatre. A representative from the Boston Private Industry Council will provide an overview about understanding the role and activities of nurses in entry-level positions for nursing, licensing and school requirements. For more information, call the Training and Workforce Development Office at (617) 726-2230 or Julie Goldman, RN, MSN, at (617) 724-2295.

Urgent need for blood

Because blood supplies are much lower than in the past, the MGH Blood Donor Center is in vital need of blood and platelet donors for all blood types. It is important for the MGH to increase the hospital's blood supply before the Democratic National Convention when transportation for donors and the bloodmobile might be more difficult. Blood donations can be made in the Blood Donor Center Monday and Wednesday through Friday, 8:30 am to 4:30 pm, and Tuesday, 8:30 am to 5:30 pm. Platelet donations are taken Monday through Thursday, 8:30 am to 5 pm, and Fridays, 8:30 am to 3 pm. For more information, call (617) 726-8177.

Men's Cancer Awareness Fair

The MGH Cancer Center will host the Men's Cancer Awareness Fair June 18, from 10 am to 2 pm in the Main Corridor. Participants can learn about early detection, prevention and treatment of the most common cancers affecting men. For more information, contact Tara Becker at (617) 724-9432.

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by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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Batter up: Partners staff play ball

Partners HealthCare staff members stepped up to the plate June 2 to support Boston's anti-poverty agency – Action for Boston Community Development (ABCD) – in the seventh annual ABCD Field of Dreams softball game at Fenway Park. With a final score of 12 to 4, the Partners team fought hard and had fun enjoying a win over TJX Companies.

Team members from the MGH included Frank Haluska, MD, PhD (MGH captain); Richard Bringhurst, MD; Michael Laposata, MD, PhD; Francis McGovern, MD; Martha Pitman, MD; Gregory Randolph, MD; Michael Seiden, MD; Sarah Thayer, MD, PhD; Dror Michaelson, MD, PhD; and Tony Santangelo of Partners Finance.

The Partners team

June 18, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Volunteer Recognition Day: Warm words make gray days disappear

The cold, rainy day didn't dampen the spirits of the audience that gathered June 1 under the Bulfinch tent to hear warm stories of generosity and selflessness as the MGH celebrated its annual Volunteer Recognition Day. Approximately 1,200 individuals volunteer at the hospital each year. In 2003, MGH volunteers contributed a remarkable 195,366 hours of service.

"Volunteers make the experience of patients more comfortable, the hours of waiting more endurable and the delivery of care by busy staff more manageable," said Pat Rowell, director of MGH Volunteer Services. "Their 'ordinary acts of kindness' have a tremendous impact on the patient experience."

The event honored volunteers who have made invaluable contributions to the MGH community. The Jessie Harding Award for Outstanding Volunteer went to Tony Kim, who has volunteered at the MGH since 2001 and will be leaving soon to join the Peace Corps.

The Trustees' Award for Outstanding Support of the Volunteer Program went to the staff of the Same-Day Surgical Unit. Special recognition was given to Bobbi Evans, Trisha Flanagan, Celia Sewell, Diane Stanley and their four canine partners for pioneering the Pet Therapy program that started in February of 2003.

Peter L. Slavin, MD, president of the MGH, and Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, both offered their gratitude for the many contributions MGH volunteers make to the hospital, its patients and their families. Chairman of the MGH Board of Trustees, Edward Lawrence, introduced the Janet Ballantine Oncology Volunteer Award, created to highlight distinguished volunteer service to cancer patients. The award was established in memory of Janet Ballantine, an MGH patient who was instrumental in founding the Friends with Hope Foundation.

Individual service awards were presented to Kathy Carolan, Joyce Ciffolillo, Maureen Coakley, Carleton Davis, Joan DeGuglielmo, Barbara Jankowski, Charlie McCarthy, Debby Morrison, Mickey Randazza and Peggy Scott. ●

From left, volunteers, Jim Gillespie and Elaine Grollman, with Paul Bartush of Volunteer Services, Daniel and Karen Ballantine, and Edward Lawrence.

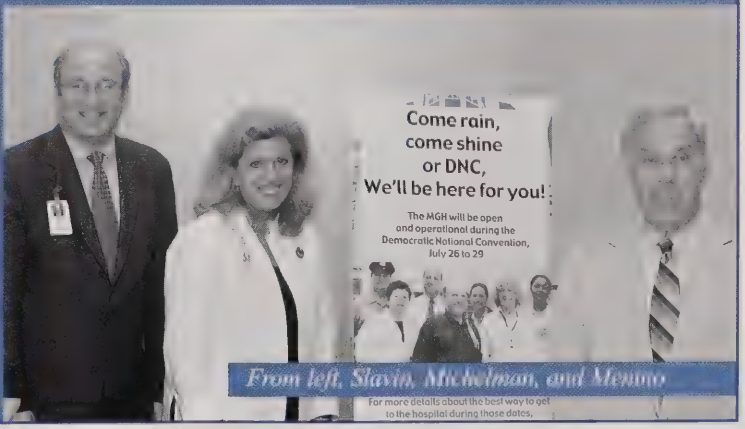
Mayor Menino visits MGH, thanks employees for DNC plans

Boston Mayor Thomas Menino came to the MGH June 16 to thank MGH employees for their hard work in preparing for the impact of the upcoming Democratic National Convention (DNC) July 26 to 29. Menino offered brief remarks at the hospital leadership meeting, following a presentation about hospital DNC plans by Bonnie Michelman, director of MGH Police, Security and Outside Services and chair of the hospital's DNC planning committee. The mayor assured the audience that the DNC will be good for the city and that the road closure decisions being dictated by the Secret Service are for the safety and well being of Boston residents and guests to the city.

"Bonnie and her team have done an excellent job in preparing the hospital for the convention," said Menino. "I came here to thank everyone at the MGH for all the great work you've done. If we all work together, it will be a great four days. This is an opportunity for us to show off what Boston is all about."

During her presentation, Michelman provided updates about city road closures and transportation changes. She also addressed questions about parking locations for employees, noting that those who park in the Orange Lot and the Fleet Center garage will be able to park in the new Yawkey Center garage from July 6 to Aug. 9. Employees who park in the Lomasney Garage can

(Continued on Page 3)


Come rain,
come shine
or DNC,
We'll be here for you!
The MGH will be open and operational during the Democratic National Convention, July 26 to 29
For more details about the best way to get to the hospital during those dates,

From left, Slavin, Michelman, and Menino

From left, Edward Lawrence, chairman of the MGH Board of Trustees, Thier, and Ferdinand Colloredo-Mansfeld, honorary trustee.

Portrait of former MGH president unveiled

The likeness of former MGH president and former CEO of Partners, Samuel O. Thier, MD, now graces the reception area outside of the Trustees Room on Bulfinch 2. The portrait was unveiled at a ceremony June 9 with artists Warren and Lucia Prosperi on hand.

Thier first came to the MGH in the 1960s as an intern, later becoming chief medical resident and then director of the Renal Unit. After he left the hospital, he held positions at prestigious institutions such as Yale University School of Medicine, the Institute of Medicine and Brandeis University. He came back to the MGH in 1994 to take the reins as president and then became president and CEO of Partners in 1995. After stepping down from that position in 2002, he has returned to his roots as an academic physician here at the MGH and continues to be involved with national health care policy matters.

Peter L. Slavin, MD, current president of the MGH, and James J. Mongan, MD, current president and CEO of Partners, offered praise and gratitude to Thier for his extraordinary contributions to the MGH and Partners, and they shared anecdotes of working with him through the years.

"It was 44 years ago this month when I first came to the MGH as an intern," said Thier. "I discovered then what an incredible place this is. The standards and traditions found here I have not seen anywhere else. It is good to be back home."

MGH symposium addresses disabilities in the workforce

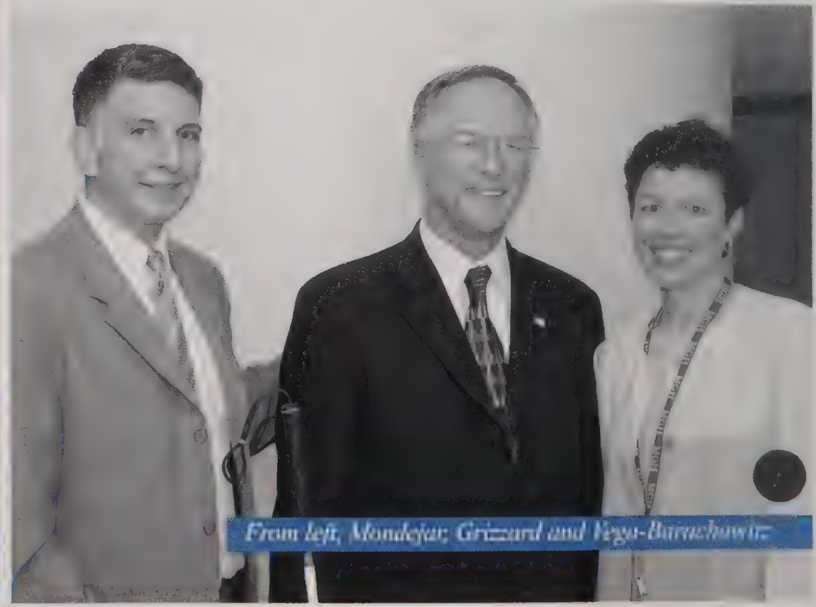
The Office of Disability Employment Policy (ODEP) believes that approximately 70 percent of people with disabilities currently are not employed in the workforce. How to determine a concrete number and lower this statistic was the topic of discussion June 9 when W. Roy Grizzard, Jr., EdD, the first assistant secretary of Labor for Disability Employment Policy, visited the MGH. Grizzard, who has retinitis pigmentosa, a disability that left him with 10 percent of his vision, is responsible for advising the Secretary of Labor on issues surrounding the employment of people with disabilities. He works with all agencies within the Department of Labor to increase opportunities and reduce barriers to employment for adults and youth with disabilities.

Grizzard addressed MGH employees and community leaders with his presentation "Employment: The Great Equalizer for People with Disabilities" in the O'Keeffe Auditorium. He spoke about the issues the ODEP is addressing and how it is making an effort to encourage larger companies to be open and accepting of potential employees with disabilities. "People with disabilities encounter barriers," said Grizzard. "We want to tear these barriers down. I encourage the MGH to join us in meeting this challenge and partnering with the ODEP."

The program ended with Oswald Mondejar and Carmen Vega-Barachowitz, co-chairs of the MGH Council on Disabilities Awareness, thanking Grizzard with a gift for coming to the MGH.

The MGH Council on Disabilities Awareness, which sponsored the event, was created to assure that the MGH is a welcoming and comfortable environment for all individuals with disabilities. To help further this mission, Grizzard also met with senior administration and members of the MGH Diversity Committee later in the day to discuss how the MGH can continue to address these issues.

The event also was sponsored by the MGH Office of the President and co-sponsored by the Association of Multicultural Members of Partners, Human Resources, Community Benefits, the Multicultural Affairs Office and Patient Care Services. ●



From left, Mondejar, Grizzard and Vega-Barachowitz

MBTA news: Getting to and from the hospital safely

Because of the heavy traffic around the Charles Circle area, MGHers who take the Red Line subway service to the Charles Street/MGH T station are strongly encouraged to use the new temporary elevated walkway and platform to safely cross Cambridge Street. The MBTA built the walkway and temporary station to accommodate pedestrians during the station's reconstruction. Since the opening of the temporary station May 22, many pedestrians have been crossing Cambridge Street instead of using the walkway, causing significant safety concerns.

"The temporary walkway was constructed so that our patients, visitors and employees can get to the hospital safely without crossing several lanes of traffic," says Bonnie Michelman, director of MGH Police, Security and Outside Services. "We would like to remind MGH employees that it is dangerous to cross Cambridge Street. It is important for everyone to use the walkway to avoid the potential risk of getting hurt crossing six lanes of traffic."

In other news from the MBTA, a new subway station has opened at North Station, which allows the inbound Orange and Green Line subway platforms to face each other, streamlining the pedestrian switch between lines. Also, a shuttle bus will replace Green Line subway service at Lechmere and Science Park stations beginning June 19. The temporary shuttle service will run for approximately one year during Green Line construction and will have the same schedule and fare as subway service.

— Mayor Menino visits MGH

(Continued from Page 1)

continue to park there. She spoke about additional parking for evening- and night- shift employees. One option is located in Cambridge across from the Lechmere T station beside the old Gilmore lot on East Street. The second location is at the Bayside Expo Center in Dorchester. More information about these parking areas will follow when plans have been finalized.

Michelman reviewed the hospital's security plan and emphasized that all MGH employees and staff will be required to wear their ID badges at all times while on hospital property during the convention dates. She also suggested that employees regularly check the hospital's DNC website – at *www.massgeneral.org/dnc* – for current information about hospital plans. Patients and visitors should be referred to the site as well.

Sally Mason Boemer, chief financial officer for the MGH, and Katie Hope, budget director, gave an overview of the hospital's budget process for fiscal year '05. They said that the good news is that they are projecting $115 million in new revenue, which is a significant increase compared to FY'04. Of that total, $106 million is available to fund expense growth in FY'05.

Although this substantial revenue is available, unavoidable areas of expenses continue to grow, such as the new Yawkey Center for Outpatient Care, the new research building at Charles River Plaza, the wage and salary program, employee benefits and market adjustments to current salaries. The total requested expense growth is $213 million, leaving a gap of $107 million to achieve the FY'05 margin target. Hope outlined the plans for reducing the gap, which included a proposal to scale back the number of full-time equivalent (FTE) positions requested for FY'05 to 350 and to hold the increases in non-salary expenses to $30 million.

Peter L. Slavin, MD, president of the MGH, and David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization, gave an overview of the hospitalwide strategic plan and outlined the next steps in implementing the plan. Ann Prestipino, senior vice president for MGH Surgery, Anesthesia and the Cardiac Program, gave a presentation about the clinical growth portion of the strategic plan, and Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, spoke about capacity management. More details about the strategic plan implementation will be included in the next issue of *Hotline*. ●

NIH director to speak at Clinical Research Day

Elias Zerhouni, MD, director of the U.S. National Institutes of Health (NIH), will be the keynote speaker for the second annual MGH Clinical Research Day June 24. His noontime address in the O'Keeffe Auditorium, "Clinical Research: An Old or New Discipline of Medicine," will be followed by a question and answer session with members of the MGH community.

"The fact that the NIH director is coming to this event reflects how important patient-centered research is to the future of medicine," says William F. Crowley Jr., MD, director of the MGH Clinical Research Program. "His participation is the high point of what we expect will be a spectacular day."

The day's activities will begin at 8 am in the O'Keeffe with grand rounds on molecular targeted therapy for lung cancer presented by Daniel Haber, MD, PhD, director of the MGH Cancer Center. Research posters will be on display under the Bulfinch Tent throughout the morning, and leaders of award-winning research teams will discuss their projects beginning at 11 am in the O'Keeffe.

The celebration will culminate at 2:30 pm with the dedication of the new General Clinical Research Center Bioimaging Core at CNY Building 149.

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MGH**HOTLINE**

WHAT'S HAPPENING

Computer training summer schedule

Partners Information Systems Training has released the Summer Computer Workshop training schedule for Microsoft Office 2000 applications. Classes will be held at the MGH Training and Workforce Development Office, 100 Charles River Plaza, second floor. Schedules, course descriptions and information on registration can be found at *http://is.partners.org/training* or by calling (617) 724-1240.

EPA seminar

The MGH Employee Assistance Program will sponsor "Eldercare," a seminar addressing issues related to caring for aging family members June 24, from noon to 1 pm in the Burr Conference Rooms 5 and 6. Barbara Moscowitz, LICSW, will offer community resources aiding in caring for elders. For more information, visit *www.eap.partners.org* or call (617) 726-6976.

McGovern memorial golf tournament

The Atrial Fibrillation Foundation will host a golf tournament Sept. 16, in memory of its founder, Brian A. McGovern, MD. McGovern served as the co-director of the MGH Cardiac Arrhythmia Service until his untimely death. The tournament will be held at the Nicklaus Course at the Pinehills Golf Club in Plymouth, Mass. For more information, call Muriel Corcoran at (617) 726-1095.

Senior HealthWISE seminar

MGH Senior HealthWISE will sponsor "Glaucoma: Diagnosis and Management" June 21, from 4 to 5 pm in the Walcott Conference Rooms, for seniors 60 and over. Laura C. Fine, MD, of Ophthalmic Consultants of Boston, will provide education on screening for glaucoma, risk factors, signs of progression and various treatments. For more information, call (617) 724-6756.

Memorial service

A memorial service will be held for Maria Carmen Alfonso, RN, June 22 in the MGH Chapel, at 5 pm. A reception will follow in the Trustees Room located on Bulfinch 2. Alfonso died earlier this year at age 55 from a chronic illness. She began her nursing career at the MGH in 1979.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

IN GENERAL

Jay A. Fishman, MD, of the MGH Infectious Disease Unit, was appointed president of the American Society of Transplantation (AST) at the American Transplant Congress. The AST is an organization of more than 2,100 transplant professionals dedicated to transplant research, education, advocacy and patient care.

Kenneth Minaker, MD, of MGH Geriatric Medicine, recently was awarded the Nascher/Manning award by the American Geriatrics Association. This award honors an individual with distinguished, life-long achievement in clinical geriatrics.

Kathy Tabor McEwan, RT(R), director of clinical operations for MGH Radiology, received the Oliver E. Merrill Award from the Massachusetts Society of Radiologic Technologists (MSRT). McEwan was recognized and presented with this award at the annual MSRT conference for exemplifying superior leadership qualities, as well as for professional and educational contributions to the field of radiology.

From medicine to music

Two-time Super Bowl champion and grateful patient Tedy Bruschi opened the seventh annual "Partners Night at the Pops: A Celebration in Honor of Our Physicians" by thanking the 1,000 Partners physicians in attendance for the top-notch medical care and services they offer. "Year after year, the care you give your patients is ranked among the best in the country on every scorecard there is," said the New England Patriots defensive lineman. "I'm proud to be part of a Super Bowl winning team, but you should be proud to be part of the team that is the Super Bowl champion of medicine."

Led by conductor Keith Lockhart, the Boston Pops launched into a "baby boomer bash," featuring select tunes from the 1950s, 1960s and 1970s.

From left to right: John A. Parrish, MD, Elizabeth Mort, MD, John B. Herman, MD, Nancy J. Gaglione, MD, and Jay Loeffler, MD, exercised their vocal cords and performed with the Pops

June 25, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Ten years strong ... and growing

The MGH recently celebrated a milestone with the 10th anniversary of the MGH Vincent Obstetrics program, June 17. The celebration marked the anniversary of the 1994 reintroduction of obstetrics to the MGH and honored the interdisciplinary team of doctors, nurses and staff who make up the program. MGHers were invited to enjoy cake and ice cream under the Bulfinch tent.

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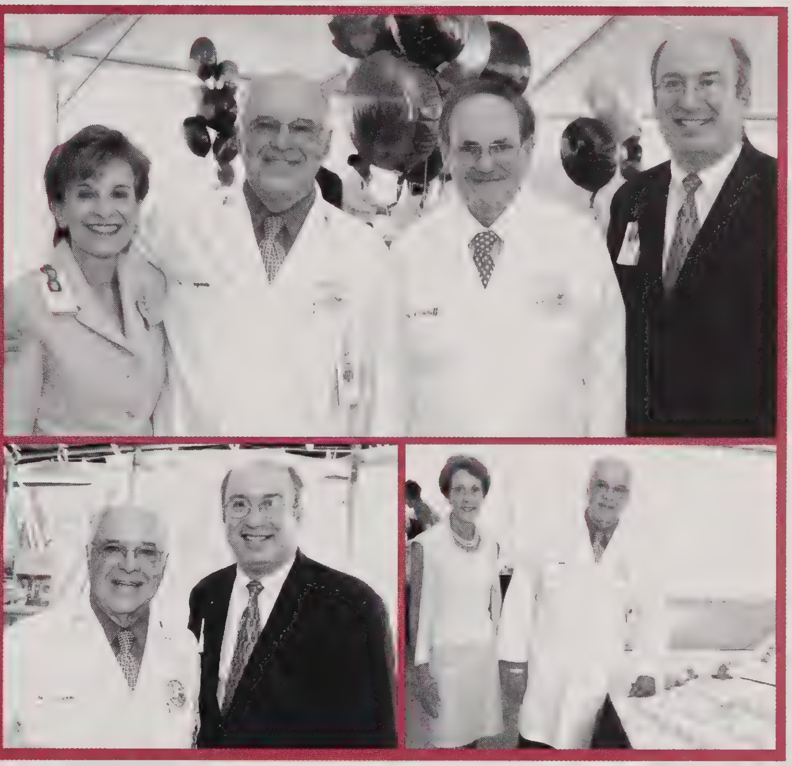

Top, from left, Jeanette Ives Erickson, RN, MS, of Patient Care Services; Fred Frigoletto, MD, and Isaac Schiff, MD, of MGH Vincent Obstetrics; and Peter L. Slavin, MD, MGH president. Bottom, left, Frigoletto with Slavin. Bottom, right, Trustee Judy Friend and Frigoletto.

Update on parking alternatives for DNC

Many of the questions that MGH employees, patients and visitors are asking regarding the upcoming Democratic National Convention (DNC) – to be held July 26 to 29 at the Fleet Center – are related to parking issues.

Below are some answers to these questions.

- Employees who park in the Nashua Street (Orange) lot and the North Station (Fleet Center) garage will be able to park in the new Yawkey Center for Outpatient Care garage from July 6 to Aug. 9. The Yawkey garage is located beside the Fruit Street garage and can be accessed from North Grove Street or Cambridge Street *(See map at right)*. Employees who park there must show their MGH photo ID badge and Orange lot or Fleet Center garage parking coupon book.
- Employees who park in the Garden (Lomasney/Bubble) garage can continue to park there. Employees will be able to exit the garage and proceed up Staniford Street to Cambridge Street.

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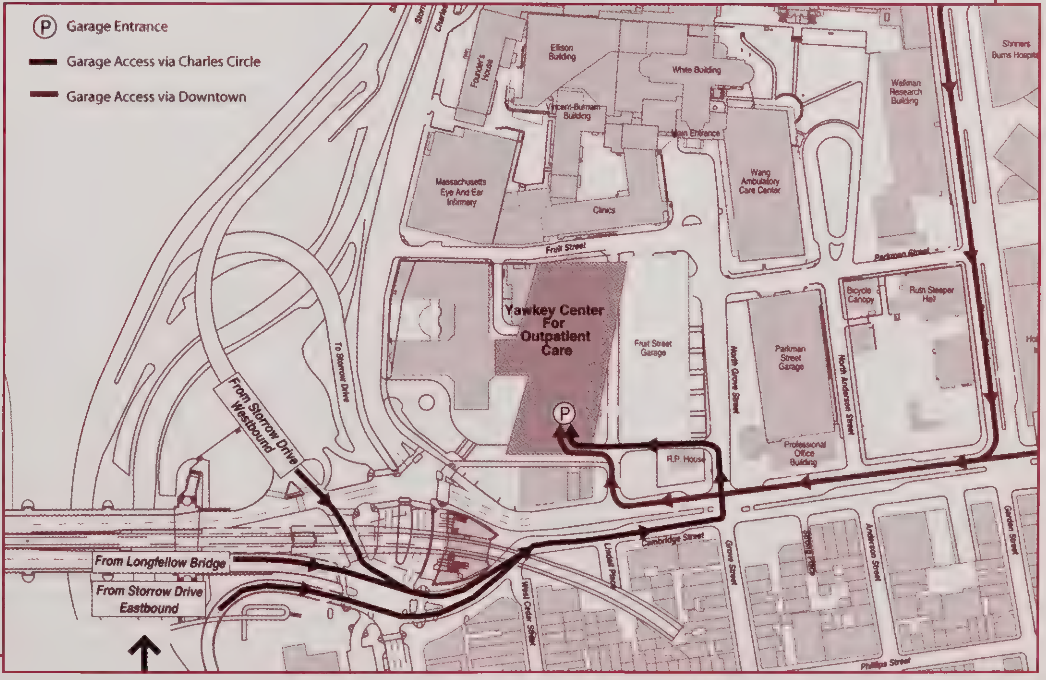
Ⓟ Garage Entrance
Garage Access via Charles Circle
Garage Access via Downtown
Ellison Building
White Building
Founder's House
Vincent-Burnham Building
Main Entrance
Wellman Research Building
Shriners Burns Hospital
Massachusetts Eye And Ear Infirmary
Clinics
Wang Ambulatory Care Center
Fruit Street
Parkman Street
Bicycle Canopy
Ruth Sleeper Hall
Yawkey Center For Outpatient Care
Fruit Street Garage
Parkman Street Garage
North Grove Street
North Anderson Street
Professional Office Building
R.P. House
To Storrow Drive
From Storrow Drive Westbound
From Longfellow Bridge
From Storrow Drive Eastbound
Cambridge Street
Lindall Place
West Cedar Street
Grove Street
Anderson Street
Garden Street
Phillips Street

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MGH HOTLINE

WHAT'S HAPPENING

Research training session

The Center for Clinical Investigation at BWH will offer a training session July 14, from 7:45 to 11:30 am, at One Brigham Circle, 4th floor conference center, room 002B. This course is comparable to the "Conducting FDA Regulated Research" course taught at the MGH, which will not be offered this summer. The session will focus on basic duties of research nurses and coordinators involved in drug or device studies. Registration is required, and there will be a $40 fee. For more information, send e-mail to Allison White at *amwhite@partners.org*.

AMMP 2004 scholarship

The Association of Multicultural Members of Partners (AMMP) is offering educational scholarships to assist qualified underrepresented minorities in obtaining the skills and training necessary to advance to leadership positions within Partners. Applicants must be employees of color in good standing and employed for at least one year. For more information, visit *www.massgeneral.org/ammp/* or send e-mail to *cjackman@partners.org*. The deadline for applications is July 15.

EAP training

The MGH Employee Assistance Program (EAP) will offer training courses for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral and mental health and substance abuse concerns. The next training session will be July 22, from noon to 1:30 pm, in the Sweet Conference Room in Gray/Bigelow 4. Additional sessions will be held Sept. 7 and Nov. 2. To register, call (617) 726-6976.

Summer days of fun

The MGH Backup Childcare Center will offer Summer Days of Fun, July 6 through Aug. 20, from 7 am to 6 pm. The center welcomes employees' and patients' children ages 15 months to 12 years. The cost is $6 per hour, with a two-hour minimum. The center is located in the Warren Lobby. For reservations and more information, call (617) 724-7100.

IN GENERAL

Lauren Elizabeth Bernstein, MD, a research fellow in the MGH Program in Nutritional Metabolism, was awarded the Eli Lilly Endocrine Scholars Award from the Endocrine Society. Bernstein was honored for her project studying the role of inflammation in the metabolic syndrome.

Benedict Cosimi, MD, chief of MGH Transplant Surgery, was elected president-elect of the American Society of Transplant Surgeons.

Francis L. Delmonico, MD, director of MGH Renal Transplantation and medical director of the New England Organ Bank, was elected vice president/president-elect of the United Network for Organ Sharing (UNOS) board of directors. UNOS manages the nation's organ transplant system under contract with the Health Resources and Services Administration of the U.S. Department of Health and Human Services.

Helen T. Doherty, RD, director of MGH Nutrition and Food Services, was inducted into the College of Diplomates of the National Education Foundation of the National Restaurant Association. Doherty is one of three people nationwide to receive this honor, which recognizes leaders in the restaurant and food service industry.

Robert A. Novelline, MD, of MGH Radiology, was awarded the Association of Program Directors in Radiology Achievement Award at the 52nd annual meeting of the Association of University Radiologists (AUR) in San Francisco. Novelline was honored for his achievements, his dedication to teaching and his development of innovative and creative teaching approaches.

The Avery D. Weisman, MD, Psychiatric Consultation Service at the MGH has been awarded the 2004 Alan Stoudemire Award for Innovation and Excellence in Consultation-Liaison Education by the Academy of Psychosomatic Medicine.

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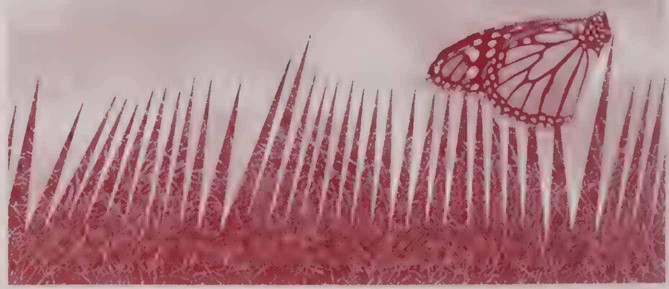
Summer picnic

Peter L.. Slavin, MD, president of the MGH, will host a summer picnic, June 29, from 11:30 am to 2 pm under the Bulfinch tent, rain or shine. All MGH employees, staff and volunteers are welcome. A complimentary picnic-style lunch will be served. For evening- and night-shift MGHers, refreshments will be served 10 pm to midnight in the Main Corridor.



HOTLINE Special Report

June 28, 2004

The MGH Clinical Strategic Plan

AFTER A YEAR filled with productive meetings, meaningful presentations and countless hours of brainstorming, discussing, coordinating, analyzing, writing and preparing, the clinical strategic planning process has reached a milestone – the implementation phase. While a collective sigh of relief marks the end of a busy year focused on charting the course for the MGH and the Massachusetts General Physicians Organization (MGPO), now begins the challenging and exciting phase of putting this comprehensive plan into action. This *Hotline* special report is devoted to informing the MGH community about the clinical strategic plan and its evolving implementation.

The path traveled: Saluting the work

At a leadership meeting held in the O'Keeffe Auditorium June 16, Peter L. Slavin, MD, president of the MGH, and David Torchiana, MD, chairman and CEO of the MGPO, presented an overview of the strategic planning process and discussed the beginning of the implementation phase.

"I want to acknowledge the number of great ideas that came forth during this past year. I want to recognize the hundreds of talented people who came together to spend a great deal of time and energy to understand our position in the marketplace in a difficult health care environment," said Slavin. "This process will enable us to shape our future so that we can continue to meet our obligation to provide the highest quality care to our patients and their families. I am delighted that we now are entering the stage of implementing this strategic plan and putting these great ideas into action."

Torchiana thanked the seven task forces *(See page 6)* that focused on key decision-making areas and made thoughtful, well-planned recommendations regarding such issues as managing the growth of the hospital, improving operational efficiency, enhancing quality and patient safety, and addressing issues related to the quality of life for employees and staff.

Discoveries along the journey: Moving ahead

From the yearlong discussion and planning process have emerged six major themes, which provide a framework for moving forward.

① *The need to grow* – Clinical growth is essential to the future vitality of the MGH and the MGPO and necessary to achieving the margins required to sustain their missions. Growth, however, places more of a burden on the already-strained capacity of the hospital. To continue to grow, there will be a need to manage existing capacity more creatively and to explore off-campus locations for expansion.

② *Centrality of quality and workforce* – A commitment to quality and patient safety is central to the hospital's mission and contributes to the MGH's reputation as a premier health care provider. The hospital's workforce is its most valuable asset. The workforce needs to be given the tools to grow, advance and enjoy a high quality working environment.

(Continued on Page 3)

A look into the future: How the strategic plan can change our course

Imagine that the year is 2011. As the MGH prepares to enter its third century, it is a thriving institution, setting the standard in quality and patient safety. It enjoys a healthy financial outlook because of increased efficiency and, despite the additional insurance co-pays and premiums required by health plans, patients choose the MGH for its high quality of patient care. Innovation happens quickly, allowing the MGH to stay on the cutting-edge and remain a world-class leader. In the past seven years, the hospital has significantly increased patient activity in certain chosen services while retaining and expanding other services necessary to maintain the "balanced biology" of the MGH. Talent and innovation are flourishing, driving transformations in the delivery of health care.

A patient is able to book an appointment within two weeks by calling the MGH Physician Referral Service or going online. The appointment will be either at the main campus, a health center or a suburban location. Regardless of the setting, the patient knows that the quality of care will be the same and the clinicians will have ready access to the patient's complete electronic medical record.

Upon entering the hospital, the patient will swipe a card, activating his or her personalized clinical and administrative information. Information systems allow the MGH to learn from the clinical experience of patients, to provide patients and clinicians with information to promote evidenced-based care and to facilitate entry of patients into clinical trials. Transfers from other hospitals are accepted promptly and admitted to beds on appropriate patient care units. Patients and their families feel that tending to their specific needs is the hospital's top priority. Efficient systems and a satisfied workforce have optimized the patient's experience.

The staff is skillful, knowledgeable and efficient as well as pleasant and cheerful, and support systems are in place to streamline the work. Processes exist through which innovations can be promptly evaluated, approved and funded. Highly qualified and competent individuals are attracted to the MGH because it has earned a reputation as a health care employer of choice. After many years of focused effort, the hospital's staff includes many minority health care professionals who choose the MGH because of a commitment to its diverse patient population and to providing culturally competent care. The best physicians and nurses in the world want to come to the MGH to take care of patients, teach and conduct research.

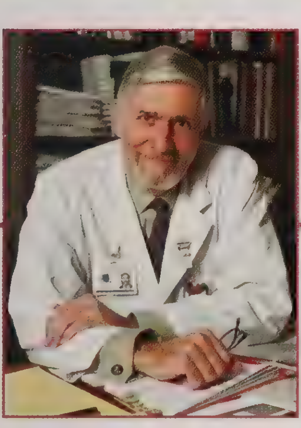
As a result of new businesses such as a health and wellness center and a consulting practice, as well as improvements in expense and revenue management, the hospital and the physicians are financially stable and able to reinvest in institutional programs, infrastructure and technology. The MGH and the MGPO continue to be an integral component of Partners HealthCare, with a growing number of clinical, educational and research connections to other Partners entities. The hospital's aggressive advocacy, in conjunction with Partners, has had a positive impact on important health policy issues such as adequate provider reimbursement and coverage for the uninsured.

The year is 2011. The MGH stands proudly next to the Charles River in the heart of Boston, with facilities throughout the surrounding area. The hospital is celebrating its bicentennial anniversary and is a healthy and prosperous institution, delivering unfailingly on its comprehensive mission. The MGH has weathered the dramatic changes in health care over the last seven years and is ready to embark on another 200 years of successful patient care, research and education.

"It is wonderful to work at a place like the MGH where the needs of the employees were front and center throughout the strategic planning process. As a member of the Workforce Issues Task Force, it was gratifying to see the number of leaders throughout the hospital who consistently felt that the quality of work life, and the needs and values of the entire workforce were a constant priority. All of the components of the strategic plan have clearly stated the importance of having a well-trained workforce that has high job satisfaction. When developing this strategic plan, difficult choices had to be made, but during this process, the importance of the workforce was always a top priority."

— Lisa Leffert, MD, co-chief of MGH Obstetric Anesthesia and a member of the Workforce Issues Task Force

The MGH Clinical Strategic Plan



"The scope and the number of people involved in the strategic planning process were both unprecedented for the MGH. It truly was an inclusive process that benefited from the incredible depth and breadth of talent that [illegible]ly great institutions like the MGH can mobilize.

One of the most significant outcomes was recognizing the importance of matching the quality and effectiveness of institutional processes with institutional goals and aspirations. Planning is periodic but our support systems for getting the plan accomplished must work well day in and day out.

I was most impressed with the genuine enthusiasm people brought to the planning process. It is clear that the MGH enjoys an enormous reservoir of good will among its staff – an incredible strength that helped keep the planning process energized."

— James Thrall, MD, chief of MGH Radiology and chair of the New Business Opportunity Task Force

(Continued from page 1)

③ ***Information systems and technology*** – Information systems and information technology are enablers of growth, efficiency, innovation and improvement and can help enhance collaborations among the clinical, research and teaching missions. Creative use of technology can enhance the quality of patient care, simplify the workload of staff and improve the effectiveness of business practices, resulting in a sustainable competitive advantage.

④ ***The innovation imperative*** – The imperative to innovate, through the adoption of new technologies and processes, both clinical and administrative, is key to the strength and vitality of the hospital. New processes for timely idea generation, evaluation and implementation must be integrated into the institution's structure.

⑤ ***Process improvement*** – Investments of time, management effort and finances are necessary to improve the processes by which the hospital delivers care, adopts and adapts technology, manages revenues and expenses, and structures administrative procedures. These efforts will ensure improved service to patients, higher patient and workforce satisfaction and efficiencies throughout the institution.

⑥ ***The importance of communication*** – People and programs throughout the hospsital need better mechanisms by which to share information about successes and failures, to foster institutional learning and to avoid the need to reinvent. Storytelling should be encouraged as a means to achieve this objective.

The road ahead: Developing clinical growth

The current strategic planning effort has focused on developing clinical strategies that allow the MGH to better meet patient demand, achieve margin targets, maintain and enhance clinical excellence, and improve quality and patient safety while continuing the hospital's mission. Positioning the MGH and the MGPO for success in the future will depend on the hospital's ability to grow and continuously improve clinical services.

The Clinical Growth Task Force, which was chaired by Slavin and Torchiana, now will enter the implementation phase as a new committee, called New Clinical Business Development, championed by Ann Prestipino, senior vice president for MGH Surgical and Anesthesia Services and the MGH Cardiac Program, and co-chaired with Anne Dubitzky, vice president for Managed Care Contracting and Marketing.

At the leadership meeting, Prestipino explained that the strategy is to grow overall and selectively pursue growth opportunities for certain clinical specialties either in their entirety or in specific niches. While the option of shrinking some services to create capacity for targeted growth areas was evaluated, that approach was rejected as it would diminish the hospital's excellence in those areas and create bottlenecks in serving patients.

The focus will be on key areas that will best serve the health care needs of people now and projected for several years, build on the MGH's reputation for excellence and quality and be financially sustainable. After using those criteria to set priorities, clinical specialties that have been identified will be focused on for overall growth, retention of the current size, or pursuit of specified niche opportunities.

"The process this committee has undertaken to set these priorities is more of an art than a science," said Prestipino. "Those areas targeted for growth will be priorities for enhanced attention, focus and resources. We also recognized that to maintain a 'balanced biology' of services, certain other programs still need to continue to grow along with those specifically

(Continued on Page 5)

How life could be: Technology spurs efficiency

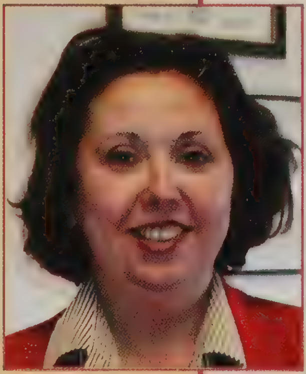
"A Doctor's Tale" was written by Walter O'Donnell, MD, of the MGH Pulmonary and Critical Care Unit, to illustrate how technology – one of the hospital's strategies – could someday increase efficiency and improve communication in patient care.

A 72-year-old hairdresser from Martha's Vineyard with a history of moderately severe chronic bronchitis is transferred to the MGH for removal of a lung mass. Because of hypoxemia – insufficient oxygenation of the blood – her thoracic surgeon, Dr. T, asks a pulmonary specialist, Dr. P, to see her in consultation. He recommends some nebulizer treatments to get her lungs in shape for surgery.

The next morning at 8 am, the day before the scheduled surgery, Dr. P goes to see her. En route in the elevator, he checks his inpatient list on his hand-held computer device and notes that the patient has been transferred to a different room, but is still on Ellison 19. On the floor, he goes straight to her newly assigned room, and notices that the vital signs book has been replaced by a bedside electronic version, making it easier to check her condition. The room is empty, but by logging into a computer at her bedside, Dr. P. is able to use the patient-tracking software to find that the patient has been sent for a CAT scan of the chest.

While in a 9 am meeting, Dr. P's hand-held computer vibrates to alert him to a message sent to him that the patient has returned from the CAT scan. Dr. P reviews the CAT scan on a nearby computer terminal and notes that there is new fluid. He sends an electronic alert on the hand-held devices to the patient's entire clinical team. Between cases, Dr. T receives the scan, calls Dr. P on his cell phone to discuss the problem in a private area, and they decide to put the surgery on hold. Dr. T sends an electronic message to Operating Room Scheduling and the patient's clinical team to let them know of the cancellation.

Everyone involved was grateful for the application of this technology to improve communication among the clinical team members and to ultimately enhance the care of the patient. MGH clinicians have found that by using simple technology, they can care for the ever-increasing volume of patients without increasing staff, as they deliver quality care with the greatest coordination and safety.



"The most exciting part for me was working with such a talented, multidisciplinary group to really focus on capacity management. The people around the table included doctors, nurses and leadership from the Planning Department – all of us were there with the charge to think outside the box, be creative, ignore the politics and just focus on coming up with the highest and best use of on-campus capacity. It was a lot of work, but it was fun too.

We began by looking at current operations in detail and identified opportunities to free up on-campus capacity now, operational issues that could be addressed right away to sustain us as we look to the future. Next, we took a broader more strategic view, looking at possible solutions that can be implemented over the next five to seven years. There was a lot of energy and creativity as we were empowered to balance ideas about what can be done today in support of the possibilities of tomorrow."

— Jacqueline Somerville, RN, MS, associate chief nurse and chair of the New Capacity Subcommittee for the Optimal Use of Campus Capacity Task Force

Championing the cause

To begin implementation of the major strategies, one senior leader has been named the point person or "champion" to work collaboratively with individuals and teams to reach the strategic goals. Below is a list of the strategy champions.

Capacity management
Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse

Clinical growth
Ann Prestipino, senior vice president for Surgical and Anesthesia Services and the Cardiac Program

Clinical innovation
Brit Nicholson, MD, chief medical officer

Communications
P[illegible] Slasman, chief public affairs officer

Information systems
Allison Rimm, vice president for Strategic Planning and Information Management

New business opportunities
Anne Dubitzky, vice president for Managed Care Contracting and Marketing

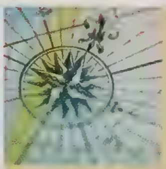
Physician workforce
Nancy Gagliano, MD, vice president for Physician Practice Management

Process improvement
Jean Elrick, MD, senior vice president for Administration

Quality and patient safety
Gregg Meyer, MD, medical director for the MGPO

Throughput/Clinical Performance Management (CPM)
Liz Mort, MD, associate chief medical officer and director of the Decision Support Unit

Workforce development
J[illegible]avis, senior vice president for H[illegible]an Resources



(Continued from Page 3)

targeted for overall growth. Investigating the geographic distribution of services to other locations off campus – while not a new concept – will be looked at closely. And throughout this process, we have acknowledged that we must maintain our commitment to primary care."

Services in the "grow" category were identified as those that appear to offer opportunities for growth as evaluated by both quantitative and qualitative methods.

The "retain" category includes services that will require significant work and investment to retain current volume because of changing market factors and those that will need to grow in parallel with the increase of services in the "grow" category. "Niche growth" includes those services that have opportunities for focused growth. Investment will be required to achieve the desired growth in these specific areas.

Grow*
1. Cancer
   - Medical oncology
   - Radiation oncology
   - Surgical oncology services
2. Cardiology
3. Gastroenterology/GI surgery
4. Neurosurgery
5. Vascular Center
6. Dermatology
7. Neurology
8. Primary Care

Retain
1. Anesthesia and critical care
2. Burns
3. Cardiac surgery
4. Endocrinology
5. Hematology/oncology
6. Infectious disease
7. Injury/trauma
8. Nephrology
9. Oral and maxillofacial surgery
10. Pathology
11. Plastic surgery
12. Psychiatry
13. Pulmonary
14. Radiology
15. Rheumatology
16. Transplantation
17. Vascular surgery

Niche Growth
1. Neonatology
2. Obstetrics and gynecology
3. Orthopædics
4. Pediatric medicine
5. Pediatric surgery

* *Cancer, Cardiology, Gastroenterology/GI surgery, Neurosurgery and the Vascular Center were identified based on market and financial potential. Dermatology, Neurology and Primary Care were identified to address critical access concerns.*

The second major strategy in the area of clinical growth is to pursue expanding the MGH and MGPO presence in targeted geographic areas within Eastern Massachusetts. This strategy is focused primarily on ambulatory care and, where appropriate, will be considered in conjunction with other Partners institutions. These opportunities must be evaluated through a thorough business planning process. Key to the development of community sites is that the quality standards and level of service be consistently maintained at the highest level, and that the sites have an appropriate mix of services and infrastructure support.

Shaping the future: Clinical innovation

Stimulating innovation and creating processes to facilitate the translation of research advances into clinical practice for the benefit of MGH patients are critical strategic imperatives. The MGH "brand" is associated with clinical excellence and has served the institution well in differentiating itself in the marketplace. Continued clinical innovation and shaping the future of health care delivery are critical to maintaining the MGH's reputation for excellence,

(Continued on Page 7)

Strategic planning task forces and leadership

Clinical Growth Task Force

Leaders:

Peter L. Slavin, MD
David Torchiana, MD

Coordinator:

Ann Prestipino

Staff:

Michael Gillespie, MPH

Clinical Innovation Task Force

Leader:

David Rattner, MD

Subgroup leaders:

Harry Demonaco
David Judge, MD
Daniel Haber, MD, PhD

Staff:

Debra Doroni

Expense Management Task Force

Leaders:

Jean Elrick, MD
Sally Iles

Subgroup leaders:

Scott Gazelle, MD, PhD
Sally Iles
Bonnie Michelman
James Noga

Staff:

Shawn Farrell

New Business Opportunities Task Force

Leader:

James Thrall, MD

Subgroup leaders:

Michael Laposata, MD, PhD
Bernard Mendillo
Susan Oliverio, MD
Peggy Slasman

Staff:

Meg Vitter

Optimal Use of Campus Capacity Task Force

Leaders:

Andrew Warshaw, MD
Rick Bringhurst, MD

Subgroup leaders:

Nancy Connery
Elizabeth Mort, MD
Walter O'Donnell, MD
Jacqueline Somerville, RN

Staff:

George Reardon

Quality and Patient Safety Task Force

Leaders:

Jeanette Ives Erickson, RN, MS
Gregg Meyer, MD
Brit Nicholson, MD

Subgroup leaders:

David Blumenthal, MD
Susan Edgman-Levitan
Joan Fitzmaurice, RN, PhD
Cyrus Hopkins, MD
Elizabeth Mort, MD
Georgia Peirce

Staff:

Carol Camooso, RN
Honor Keegan, RN

Workforce Issues Task Force

Leaders:

Nancy Gagliano, MD
Marianne Ditomassi, RN

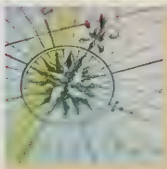
Subgroup leaders:

Marianne Ditomassi, RN
Jeff Davis
Nancy Gagliano, MD
Lisa Leffert, MD

Staff:

Susan Moss
Robert Seger

The MGH Clinical Strategic Plan



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attracting a talented workforce and growing the patient base.

Although the MGH has distinguished itself based on innovation, barriers impede the hospital from consistently adopting new technologies and modes of care quickly – even those that originate here. The Clinical Innovation Task Force found that some of these barriers include: legal and regulatory obstacles; an internal process that is not widely known or understood; resource limitations; regulations and a current structure that does not encourage outside partnerships; third parties that do not reimburse for innovative treatments; the absence of a formal mechanism to support process-oriented innovations; and a lack of data and infrastructure for evaluation.

The key strategy to foster clinical innovation is to create a process that will enhance the proactive identification of innovations developed at the MGH or elsewhere and their adoption into clinical practice. This process must be streamlined and easily accessible and should offer incentives for employees and staff to pursue innovations. Improving internal communication about innovations also will foster a broader adoption.

The Clinical Innovation Task Force will transform into a new committee called the Council for Technology Adoption and Innovation Process Promotion. Some of the council's tasks include: addressing the barriers to innovation; creating an innovation awards program; establishing innovation lectures; importing innovations used elsewhere; and nurturing and investing in innovations at the MGH.

Solving a complicated puzzle: Managing capacity

One of the key challenges the hospital continues to face is answering the perplexing question: How can the hospital continue to grow if it has significant capacity constraints that ultimately can affect the quality of patient care? Solving this will require a multi-pronged approach to allocating scarce clinical space for highest and best use, improving patient throughput and creating additional physical capacity.

At the leadership meeting, Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, explained that the Optimal Use of Campus Capacity Task Force will evolve into the Capacity Expansion and Management Team to develop a model for placing patients at the MGH that is consistent with the quality, service and growth objectives.

The team's primary strategy is to level bed demand and accelerate throughput. To smooth the demand for patient beds means that the hospital will need to address the non-random variability in bed demand, which potentially could lead to expanding weekend procedural activity. Ives Erickson explains that adddressing non-random variability in bed demand has become a matter of critical importance to care for all patients who seek MGH services.

"Variation in our patient census by day of week, time of day and by season causes huge swings that can lead to organizational difficulties," says Ives Erickson. "Decreasing swings or planning for them can be done by statistical modeling that guides our thinking about the number of OR cases per day, length of stay for inpatients, Emergency Department activity, procedure volume and many other activities that lead to hospitalization of our patients. Smoothing variation also is a major safety initiative."

Supporting the work of Clinical Performance Management (CPM) to further reduce length of stay also will help relieve bed demand.

Another key strategy is to pursue the highest and best use of existing inpatient clinical space. The team will consider tactics such as achieving a balance between intensive care unit beds and general care beds; creating an extended recovery/observation unit; supporting quality and safety initiatives to retain expert level of care; reducing outpatient use of inpatient

(Continued on Page 8)

"A unique aspect of the Clinical Innovation Task Force was the breadth of knowledge and energy brought to our meetings by the group members. Innovation across the entire spectrum of patient care was considered, and the task force's recommendations ultimately focused on processes to foster the entrepreneurial spirit at the MGH rather than supporting a particular technology. In the long run, this strategy is the most likely way to maintain our position as leaders in patient care."

— David Rattner, MD, director of the Minimally Invasive Surgery Program for the Center for the Integration of Medicine and Innovative Technology (CIMIT) and the chair of the Clinical Innovation Task Force

The MGH Clinical Strategic Plan

(Continued from Page 7)

beds; creating new systems to support the Emergency Department in avoiding divert status and tracking clinical bed closures.

The third key strategy the team will pursue is developing new physical capacity, which would include creating new inpatient units, opening closed headwalls on existing inpatient units and expanding operating room capacity.

Leading by example: Quality and patient safety

The hospital has a long history of setting the standard for continuously improving the quality and safety of patient care. With a renewed commitment to lead by example, the MGH can set the quality and safety agenda on a local and national level. To that end, a key strategy for the MGH and the MGPO is to create a culture that supports the vision of leading the nation in quality and patient safety.

The Quality and Safety Task Force developed recommendations that include: developing a comprehensive framework for quality and patient safety measurements; implementing a web-based adverse event reporting system; conducting surveys of workforce culture; and using narratives to communicate the quality and patient safety vision.

Enhancing efficiency: Process improvement

A major theme arising from the work of several of the task forces was the need for process improvements across several areas. For example, process improvement can help foster clinical innovations, can help manage quality- and safety-related challenges, improve use of current clinical space to create more capacity and improve the quality of work life for clinicians.

A Process Improvement Steering Committee will be launched to focus on initiating operational process improvements aimed at managing costs, enhancing revenue and improving service.

A major strategy in this area is to make work life easier for clinical and nonclinical employees using tactics such as giving back "an hour a day" to clinicians who may be burdened with inefficient administrative tasks. And another key strategy is to develop a process to evaluate, fund and implement new business ideas. This will include tactics such as expanding the MGH's consulting services, evaluating the feasibility of creating new MGH health and wellness programs, and expanding the MGH General Store online.

Valuing a most precious asset: The workforce

A well-trained, diverse, highly motivated and effective workforce is the primary asset of service organizations such as the MGH and the MGPO. Certainly, the quality of physician and nursing care has positioned the hospital at the top of patient satisfaction measurements. Other professional and nonclinical staff members also contribute essential support to the mission.

A top priority in the strategic planning effort is to invest in the growth, maintenance and improvement of the hospital's workforce. To do so, the hospital plans to continue to fund workforce development, training and recruitment efforts; institute a program to train future leaders and managers; promote successful reward, recognition and promotion programs; and recruit and retain outstanding physicians by effective payor contracting to ensure fair physician reimbursement.

Making the connections: Information systems and communications

Achieving the objectives of the clinical strategic plan will require a renewed commitment to investing in information technology and redesigning key processes. Information systems can function as the glue that cements the network by ensuring that patients receive consistent quality of care across Partners institutions. Information systems also can be a bridge between research and clinical activities.

Similarly, ongoing communication is critical to ensuring that everyone at all levels within the organization understand the hospital's strategic direction. It also is essential for successes and failures of the various initiatives to be broadly communicated to enable staff to learn from the collective experience. For new processes to be effective, staff must be aware of them and know how to use them to effect change. The hospital is rich with stories about entrepreneurial activities but they must be shared to reap the benefits.

Taking the next step: Implementing the strategic plan

Strategic planning is a dynamic, evolving process. Numerous ideas now have been identified to begin advancing the clinical strategy for the MGH and the MGPO. Moving forward into implementation, proposed initiatives must be evaluated thoroughly, discussed and approved. Some of these initiatives will require comprehensive business plans. If a business plan fails to demonstrate the ability to meet those goals, the initiative will not be pursued. Once implemented, initiatives will be re-evaluated periodically to ensure they are achieving their objectives. Updates about the progress of the implementation phase will continue to be published in *Hotline* and other hospital publications.

July 2, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH ranks third in U.S. News' best hospitals list

In what has become an anticipated annual event, the *U.S. News & World Report's* "America's Best Hospital's" honor roll has been published, ranking the MGH third in the nation. MGH Psychiatry again ranked first in the psychiatry category for the ninth year in a row. BWH also made the hospital honor roll, ranking 12th.

Johns Hopkins Hospital in Baltimore was ranked first overall, and the Mayo Clinic in Rochester, Minn., ranked second.

Other Partners institutions that ranked in their area of specialty include McLean Hospital, ranking fourth in psychiatry, and Spaulding Rehabilitation Hospital, ranking eighth in rehabilitation. The Dana-Farber Cancer Institute, which collaborates with the MGH and BWH in Dana-Farber/Partners CancerCare, ranked fourth in the cancer category. In addition, Massachusetts Eye and Ear Infirmary, a sister institution of the MGH, ranked third in the ear, nose and throat category and fourth in ophthalmology.

The annual publication of the honor roll has become a resource for the general public in choosing hospitals for medical care. The listed hospitals were ranked based on reputation, mortality rates and clinician surveys.

The MGH and BWH have been among the leading institutions since the publication began conducting the survey in 1990. The honor roll will appear in the July 12 issue of *U.S. News & World Report,* which will be available on newsstands July 5.

For more information about the "Best Hospitals" issue, visit *www.usnews.com*. ●

Below is a complete list of the MGH rankings in the areas of specialty:

Cancer	12
Digestive disorders	4
Geriatrics	5
Gynecology	4
Heart and heart surgery	5
Hormonal disorders	2
Kidney disease	4
Neurology and neurosurgery	3
Orthopædics	3
Pediatrics	17
Psychiatry	1
Respiratory disorders	4
Rheumatology	7
Urology	8

Clinical research at its best

"We are blessed at this institution with a number of very talented investigators who do the type of research only an academic medical center can do," said Peter L. Slavin, MD, MGH president, in his welcome to the hospital's second annual Clinical Research Day June 24. "I want to applaud not only the physician and PhD investigators who are vital to this research, but also the nurses, study coordinators, data managers, lab technicians, statisticians and pharmacy technicians."

In a celebration under the Bulfinch tent, MGH clinical researchers presented 221 posters featuring their research projects. Hospitalwide awards were given to seven research teams – three of which gave oral presentations of their work – and eight departmental awards were presented to residents or fellows. A list of these posters are on the *Hotline Online* website at *http://www.massgeneral.org/news/*.

Introducing the talks, Eric Rosenberg, MD, an MGH AIDS researcher and director of Education for the Clinical Research Program (CRP), said, "It was inspiring and uplifting to see how many submissions came from true physician-scientists, who are not only in the trenches and on the wards but also somehow able to find a way to do high-quality clinical investigation."

The day's keynote speaker, Elias Zerhouni, MD, director of the National Institutes of Health (NIH), described how clinical research is meeting the challenges of the 21st century, which range from emerging health problems, to an aging population, to biodefense issues. He noted that the NIH Roadmap, a program he instituted to guide activities across all the institutes, seeks to remove the roadblocks to medical research – from the most basic studies to the application of science into clinical practice. "We want to reorganize the clinical research enterprise into a new core discipline of medicine," he said.

William F. Crowley Jr., MD, director of the CRP, reflected on the day's success, "The MGH's traditions of clinical research are deep and proud," he said.

Crowley, right, with Zehouni

ADVANCES

Reducing side effects in prostate cancer patients

An alternative way of blocking hormone activity in prostate cancer patients produces fewer side effects and may be a better choice than standard therapy for some patients. In the July *Journal of Clinical Oncology*, MGH researchers describe how patients taking bicalutamide, which blocks receptors for testosterone and other hormones, had improved bone density and reported fewer side effects than did those taking leuprolide, a traditional form of hormone therapy that lowers hormone production.

"The differences between the two groups were dramatic; bone mineral density increased among men taking bicalutamide while men in the leuprolide group lost bone," says Matthew Smith, MD, PhD, of the MGH Cancer Center, who led the study.

Since male hormones can accelerate the development of prostate cancer, reducing their activity is a standard treatment. Most commonly this is done with drugs like leuprolide that stop the body's production of all sex hormones, but totally blocking hormone activity can lead to potentially serious side effects such as loss of bone density, weight gain and increased body fat. Because bicalutamide blocks testosterone activity without reducing hormone levels in the blood, the researchers wanted to see if it might avoid or reduce side effects.

The investigators enrolled 51 men with nonmetastatic prostate cancer who received either bicalutamide or leuprolide treatment for one year. At the end of the study period, blood levels of testosterone and the female hormone estradiol had risen significantly in the bicalutamide group but fallen in those receiving leuprolide. Bone mineral density, which decreased in the leuprolide group, had increased in participants receiving bicalutamide, who also reported unpleasant side effects – such as hot flashes, fatigue and sexual effects – much less frequently. The study's co-authors are Melissa Goode, Anthony Zietman, MD, Francis McGovern, MD, Hang Lee, PhD, and Joel Finkelstein, MD, all of the MGH.

Public Transportation 101: Getting to the MGH during the DNC

While news reports keep reminding the general public about how difficult it will be to get in and out of the city during the upcoming Democratic National Convention (DNC) – being held July 26 to 29 at the Fleet Center – the MGH would like to remind patients, visitors and employees that the hospital still will be accessible during that time.

According to Bonnie Michelman, director of MGH Police, Security and Outside Services, and chair of the hospital's DNC planning committee, the best way to get to the hospital during the convention is by using public transportation if possible.

"I'm confident that the MBTA has a good plan in place to make taking public transportation as smooth and as safe as possible during the convention," says Michelman. "Those who take public transportation should just remember to plan ahead because there may be delays."

The MBTA will be running additional trains and buses during that week to accommodate the heavier volume of passengers. Commuters are encouraged to buy tickets, tokens and passes in advance. All baggage, brief cases, packages and boxes may be inspected during this time. Because some public transportation services will change and some schedules may be revised, commuters are encouraged to visit the MBTA website at *www.mbta.com* for updates. Clear signage at MBTA locations will direct passengers appropriately, and MBTA staff and volunteers will be available to answer questions.

Below are some tips to taking public transportation to the hospital during that week.

- Because the North Station commuter rail station will be closed, trains will stop at stations north of the city where shuttle buses or subway trains will provide connecting service. Trains south of Boston will run on a regular schedule. Visit the hospital's DNC website for changes in commuter rail transportation at *www.massgeneral.org/dnc* or the MBTA site at *www.mbta.com*.
- One-way commuter rail fares range from $3.25 to $6.
- The hospital is accessible by taking the Red Line subway to the Charles Street/MGH T station. Those who are taking the connector bus service from commuter rail lines to South Station can take the Red Line two stops on an inbound train to the Charles Street/MGH T station.
- Orange Line and Green Line service will not stop at North Station but will stop at Haymarket station, which is a short walk to the hospital's main campus.
- There will be no changes to Blue Line service, which stops at Bowdoin Station, just a few blocks away from the MGH main campus.
- One-way subway tokens cost $1.25.
- Most MBTA bus routes have no changes except for those closest to the Fleet Center. Visit *www.mbta.com* for changes to bus routes. Bus fares range from 90 cents to $3.75.
- Partners Transportation is replacing the North Station shuttle stop with service from the Green Line Lechmere Station to the main campus and back. Partners shuttle service also will be available from the Orange Line Sullivan Square Station to CNY and One Constitution Center. Shuttle service will continue from the main campus to CN[illegible]. More information about shuttle service and pick-up locations will follow soon. ●

Support service staff honored

The MGH support staff was welcomed under the Bulfinch tent June 22 for a celebratory luncheon recognizing the important work that they do. Plates were stacked high as support staff members took a well-deserved break from their busy day to enjoy the complimentary catered lunch. Embroidered Partners duffle bags and MGH water bottles were given as tokens of appreciation. A highlight of the luncheon was the presentation of the second-annual Ricardo Diaz Memorial Award to this year's recipient, Guy Mont-Louis of MGH Environmental Services.

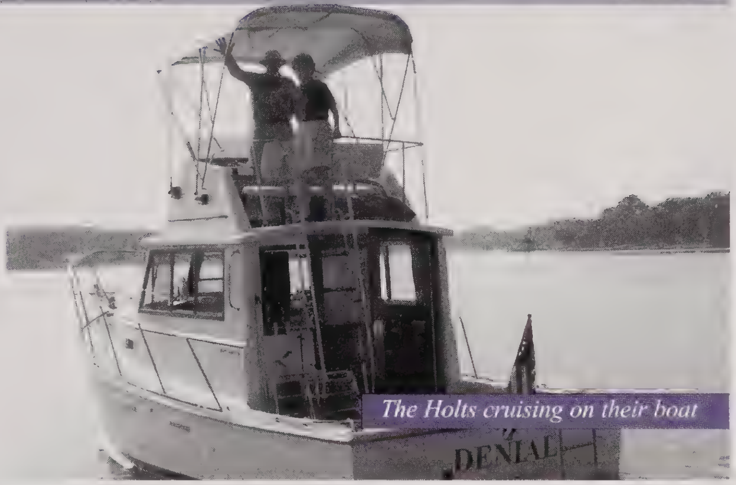
The Ricardo Diaz Memorial Award was established to honor Diaz, an employee of MGH Buildings and Grounds for 12 years, who died tragically while plowing snow from the sidewalks surrounding the hospital during a blizzard. The award is meant to acknowledge a hardworking, dedicated individual who goes beyond the call of duty.

Mont-Louis' manager, Allan Dolinski, spoke kind words at the presentation. "Guy has been a mainstay in the department as he comes to work with a lot of enthusiasm," said Dolinski. "He strives to ensure that everyone has a sense of pride, belonging and involvement."

Peter L. Slavin, MD, president of the MGH, said it was "a pleasure and honor" to participate in the day's events and spoke about how Diaz made the workplace better by making his colleagues feel like they were part of a team.

Bill Banchiere, director of MGH Environmental Services, offered words of praise in Spanish about Diaz and Mont-Louis. Greg Doyle, director of Buildings and Grounds, read a letter to the MGH community from Emerson Niles, the first recipient of the Diaz award. Diaz's wife, Rafaela, and cousin, Eneida Castillo, also were in attendance at the award ceremony. Later that evening, there were celebrations and refreshments for second- and third-shift support staff employees.

From left, Slavin, Mont-Louis and Banchiere


The Holts cruising on their boat

Cruising toward a second chance

Bim Holt has a second chance at life thanks to his MGH caregivers and to generous people who donated life-saving blood products. He was hospitalized for nearly a month at the MGH after being diagnosed with acute myelogenous leukemia in November of 2002. As a patient at the MGH Cancer Center, Holt received chemotherapy treatments, which can destroy healthy blood cells as well as leukemia cells. Because of this, blood transfusions of red cells and platelets were necessary – and life-saving. Holt received approximately 25 units of red blood cells and 16 platelet transfusions.

As his health began to improve, Holt and his wife, Lib, decided to look forward, not back. They bought a 28-foot Cape Dory Cruiser boat in Pensacola, Florida, and named it "Denial." Their goal is to cruise the boat up to its final destination in Vinalhaven, Maine. While he underwent treatments, the couple lived in their home in Cohasset, Mass., and spent as much time as possible on the Denial, making their way up the coast. Enjoying the boat served as a distraction from the reality of cancer.

Now that he is in remission, Holt returns to the MGH for monthly checkups. "I wouldn't be here if it weren't for the blood I received and the outstanding overall care at the MGH Cancer Center," says Holt.

Lib Holt is a proud blood and platelet donor, who says that she donates because she has seen the other side of giving – the receiving. She hopes that she and other family members can donate as much blood and platelets as it took to make her husband well.

In recent months, blood donations have been on the decline throughout the Boston area. The summer routinely brings a shortage because many regular donors go on vacation. This year brings an additional challenge – the upcoming Democratic National Convention, being held July 26 to 29 – which may hinder the hospital's bloodmobiles and deter donors from coming to the hospital to donate.

"We need to work to ensure that an adequate blood supply is on hand for all patients when they need it. Donating blood is a simple way to save up to three lives in 30 minutes," says Kate DeCoste of the MGH Blood Donor Center.

For more information about donating blood, contact the MGH Blood Donor Center at (617) 724-9699. ●

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WHAT'S HAPPENING

August Vacation Club
The MGH Backup Childcare Center will host August Vacation Club Aug. 23 through 27 and Aug. 30 through Sept. 3. Employees' children 6 to 12 years old are eligible. Camp hours are 7:30 am to 6 pm. Reservations will be taken by phone or in person beginning July 6. The cost is $275 per child per week or $60 per day. For reservations and more information, call (617) 724-7100.

CNY employee blood drive
The MGH bloodmobile will be at CNY July 15, from 8:30 am to 2 pm, parked at Building 149 on Thirteenth Street. T-shirts will be given to all donors. To schedule an appointment, call Susan Murphy at (617) 724-6518, or send email to *smurphy4@partners.org*.

Exercise for seniors program
The MGH Senior HealthWISE program will offer "Circle of Life," a free introduction to the LifeCircuit 30-minute workout machines, July 13, from 2 to 3 pm, at the Clubs at Charles River Park, 10 Whittier Place. Seniors 60 years and older are welcomed. For more information, call (617) 724-6756.

Employee parking for Fourth of July weekend
The Parkman Street garage will be reserved for on-duty MGH employees only during the Fourth of July weekend. Card access will be switched from July 2 at 4 pm until July 5 at 1 am. MGH Police and Security will monitor access to the garage during that time.

Clinical research coordinators
The MGH Safety Office will sponsor hazardous materials training July 14, from 10 to 11:30 am, in the O'Keeffe Auditorium. To register or for more information, call Catherine De Leon at (617) 726-2425.

Strategic plan special report
A *Hotline* special report devoted to the hospital's clinical strategic plan now is available throughout the hospital or by calling (617) 726-2206.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

Patriots, prizes and popcorn

On a warm, early summer day MGHers gathered under the Bulfinch tent June 29 for the annual summer picnic, hosted by Peter L. Slavin, MD, president of the MGH. MGHers enjoyed a complimentary lunch while listening to the reggae tunes of the Volume II Steel Band. Fun outdoor activities included a moonbounce, raffles and carnival-style games and prizes.

New England Patriots' tight end, Christian Fauria, was in attendance, posing for photos and enjoying the festivities with MGH fans. Fauria recently suffered from finger and knee injuries and underwent surgery at the MGH. "Everyone at the MGH took great care of me during the whole ordeal. They made the surgery process very easy," said Fauria. "The professionalism I experienced here was first class. When I got the call about the picnic today, I was glad to come."

MASSACHUSETTS GENERAL
NIKE

Top, Fauria with an MGH fan, and bottom, the Volume II Steel Band.

July 9, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH ready for emergencies related to the DNC

As the largest hospital in the Boston area and a level 1 trauma center, the MGH is always prepared to respond to any type of local, regional or national emergency or disaster. With the Democratic National Convention (DNC) approaching – July 26 to 29 – the MGH and other Boston-area hospitals have been stepping up their emergency response plans in case an incident happens during the DNC that would cause an influx of patients.

In the event of an emergency, the MGH would implement its emergency management plan, mobilizing staff from the Hospital Emergency Incident Command System (HEICS) to ensure an effective response.

According to Julia Gabaldon, emergency management coordinator for the MGH, the emergency management plan designates an on-site incident commander to direct disaster operations, assign responsibilities to departments and staff, and coordinate activities with

(*Continued on Page 2*)

First come, first served

George Desko of MGH Radiology had the distinction of being the first MGH employee July 6 to park in the new Yawkey Center for Outpatient Care underground garage. Bob Burrill, technical systems supervisor, and Pierre Fidelia, Orange Lot supervisor, both of the Parking division of MGH Police, Security and Outside Services, were on hand at 4:10 am to welcome Desko and other employees displaced from the Orange Lot – which is being used temporarily for the upcoming Democratic National Convention at the Fleet Center. These employees are parking in the new garage that was opened earlier than planned to accommodate relocated MGH Orange Lot and Fleet Center garage parking.

According to MGH Police and Security, many employees have asked if they can remain in the garage once the Yawkey Center for Outpatient Care building opens. The written agreement with the city of Boston that allowed construction of the building, however, stipulates the hospital is prohibited from allowing any staff to park in the Yawkey Center garage.

Desko

Tee time for MGHers

MGHers teed off June 21 at the annual Thomas S. Durant, MD, Golf Tournament, held at the Oyster Harbors Golf Club in Osterville, Mass. The tournament is held in tribute to its namesake, who died from cancer in 2001, and to honor Durant's legacy of helping people from war-ravaged and impoverished countries around the world.

Organized by William J. Reilly, Jr., a long-time friend of Durant's and a supporter of the MGH, the tournament raised more than $53,000 – $3,000 more than last year – for the Thomas S. Durant Fellowship for Refugee Medicine Program. The fellowship provides funding for an MGH clinician to assist in the prevention and treatment of disease among refugees throughout the world. The money raised will help support this year's fellows, Grace Deveney, RN, and Katherine Fallon, RN, in their humanitarian efforts.

"It is through the generosity of people like Bill Reilly and all of our golfers that Dr. Durant's indomitable spirit and good work continue," said Laurence J. Ronan, MD, director of the Durant Fellowship.

During his lifetime, Durant traveled around the world to places such as Bosnia, Cambodia and Albania, bringing food, medical supplies, knowledge and expertise. Durant served the MGH as assistant director for more than 30 years.

The day's events included a barbecue lunch, a raffle, an auction and a post-tournament dinner.

From left, Laurence Ronan, MD, W. Gerald Austen, MD, Ron Skates, MD, and David Torchiana, MD

MassGeneral Hospital for Children joins pediatric association

MassGeneral Hospital for Children (MGHC) recently has been admitted to full voting membership in the National Association of Children's Hospitals and Related Institutions (NACHRI). NACHRI is a not-for-profit membership association of children's hospitals, large pediatric units of medical centers and related organizations, including those that specialize in rehabilitative and long-term care of children with serious or congenital illnesses. NACHRI's primary roles are advocacy for children and their caregivers, public policy analysis, education for its members and the public and research.

As a member, MGHC will participate in national programs to increase public awareness of children's health requirements, to collect and disseminate information useful to fellow members and to enhance cost efficiency and quality.

MassGeneral Hospital
for Children

"Participation in NACHRI offers us a vast communications network with people who understand children, their needs, their treatment and the financing of their care," says Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MGHC. "We look forward to bringing our leadership and special insights to the association and joining in the imperative for stronger advocacy on behalf of all children."

— MGH ready for emergencies

(Continued from Page 1)

community public health agencies, emergency management agencies and other hospitals.

During the last few months, employees and staff also have been participating in training sessions, table-top exercises, citywide drills and hazardous materials (hazmat) training drills to help evaluate the effectiveness of the emergency plan and assess the MGH's level of preparedness both departmentally and hospitalwide.

The next hazmat response drill is planned for July 15, from 7 to 9:30 pm, to test the hospital's overall response to a hazmat emergency. Complete with mock victims, the drill will include participation from the Boston Fire Department, the hospital's Hazmat Decontamination Team, departments that normally respond to disasters as well as some departments that have not been tested recently.

"The priorities for MGH emergency response are to ensure our capability to support an immediate influx of patients during a community disaster and, above all, to assure the safety of patients, visitors, staff and the hospital facilities," says Gabaldon. "We truly hope that we won't ever need to implement this plan, particularly during such a high-profile event as the DNC, but we are confident that the MGH is well prepared if an emergency were to take place."

During the DNC, all MGH employees must wear their ID badge at all times while on campus and must take them home so they can gain access to the MGH in the event that an emergency takes place during off-hours. Managers and supervisors are encouraged to review their departmental emergency response plans with their staff before the convention takes place. If a "code disaster" is declared, employees should report to their supervisors for instructions and remain on-site until otherwise notified.

For more information about the hospital's emergency response plans, call Gabaldon at (617) 726-0312. ●

MGHers lend a helping hand

After the Boston Public Health Commission (BPHC) announced last week a possible exposure to Hepatitis A from an employee working at Quizno's Sub Shop in Boston, MGHers were ready to lend a helping hand to the hospital's community and neighbors.

After the announcement, the BPHC set up clinics June 29 and 30 for people who visited the sub shop in the weeks before and may have been exposed to the disease, which causes swelling of the liver. A group of nurses from the MGH Infection Control Unit, Emergency Department and the Center for Clinical and Professional Development for Patient Care Services volunteered their time and services to help the approximately 1,500 patients. Volunteers performed a variety of tasks including intake and health screenings, patient observations, immunizations and exit counseling.

"All in all, it was a great experience," says Judy Tarselli, RN, of the MGH Infection Control Unit. "It is always a good feeling to help out a neighbor and your community when in need."

MGH volunteers at the Hepatitis A clinic

Biomedical Imaging Core supports Martinos imaging studies

The new Biomedical Imaging Core of the General Clinical Research Center (GCRC) is providing crucial support – both people and equipment – for the groundbreaking research carried out at the Athinoula A. Martinos Center. "This facility allows us to bring the advanced imaging technologies we have together with the MGH's secret weapon – our nursing staff," said Greg Sorensen, MD, associate director of the Martinos Center and director of the Biomedical Imaging Core, at the June 24 celebration of the core's completion.

Located at CNY Building 149, one floor above the powerful MRI and MEG units at the Martinos Center, the Biomedical Imaging Core is equipped with state-of-the-art monitoring equipment that parallels the equipment in the scanner rooms. This allows both taking preliminary baseline measurements before research participants move to the scanners and the conducting of pilot studies to verify a protocol's feasibility before a full study.

The core also is equipped with the medical support equipment necessary to deal with any emergencies. In addition to the on-site nursing staff, a metabolic kitchen allows preparation of special dietary products that may be needed for studies, and there is a small laboratory for specimen preparation. O[illegible]om designed for optical and EEG recordings has special shielding to keep out the powerful electronic and magnetic fields generated by the Martinos Center equipment.

> **"THE NEW FACILITY NOT ONLY STREAMLINES OUR OPERATIONS, IT ALSO GIVES US THE ABILITY TO SUPPORT A BROADER RANGE OF INVESTIGATORS."**
>
> **— RANDY GOLLUB, MD, PHD,**

Randy Gollub, MD, PhD, an MGH psychiatrist and co-director of the Biomedical Imaging Core, explains that Martinos clinical studies had been assisted by the MGH/MIT GCRC, based on White 13. "But the logistics of doing studies at CNY was a nightmare. The new facility not only streamlines our operations, it also gives us the ability to support a broader range of investigators," said Gollub.

Gollub notes that Bruce Rosen, MD, PhD, director of the Martinos Center, had the original inspiration for the core, which is staffed, equipped and maintained largely through National Institutes of Health funding from the National Center for Research Resources (NCRR). Through the MGH's participation in the NCRR-sponsored Biomedical Informatics Research Network project, the core will help disseminate biomedical imaging and computational informatics advances developed both locally at the Martinos Center and nationally to the broader clinical research community. ●

Honoring the graduates

For more than a decade, the MGH has offered adult education and English as a Second Language classes for MGH employees who come from countries all over the world, including Morocco, China, Poland, Ethiopia and the Dominican Republic. Offered by the MGH Workplace Education Program, students of these classes gathered June 25 under the Bulfinch tent to celebrate their progress in the program.

Jeff Davis, senior vice president for MGH Human Resources, introduced the ninth annual MGH Workplace Education Program Celebration of Achievements, which featured presentations from students of all proficiency levels reading excerpts from pieces they had written. The common thread woven throughout the presentations was the importance of the classes to each student and how meaningful the program has been to them. Many said the classes helped shape their new lives in the United States.

Guest speaker Peter L. Slavin, MD, president of the MGH, expressed what a wonderful opportunity it was for him to take part in the event, especially since his grandparents came to the United States from Eastern Europe to make better lives for themselves. "It is an honor to see this generation doing the same," said Slavin. Nearly 100 employees took part in classes this year.

For more information about the Workplace Education program, contact Jane Ravid at (617) 724-3976, or send e-mail to *jravid@partners.org*.

From left, Gabriel Haile of MGH Parking, James Hunt, parking manager and Hagos Berhane of MGH Parking

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WHAT'S HAPPENING

Clinical Pastoral Education Program fellowship

Through funding from the Kenneth B. Schwartz Center and MGH Nursing, fellowships are available for the winter 2005 MGH Clinical Pastoral Education Program. The program is open to individuals from any discipline who work directly with patients and/or families in a health care setting and who wish to integrate spiritual care giving skills into their professional practice. Six Kenneth B. Schwartz Fellowships will be awarded to caregivers from disciplines other than pastoral care. Two spiritual caregiver fellowships will be given to registered nurses in MGH Nursing who are in direct caregiver roles and have a minimum of two years experience. The program is part-time and will run from Jan. 3 through May 20, 2005. Sessions will be held every Monday – excluding Jan. 17 and April 25 – from 9 am to 5 pm. Additional hours will be negotiated for the clinical component. All applications are due by Sept. 1. For more information or to receive an application, contact the MGH Chaplaincy at (617) 726-2220.

EAP training

The MGH Employee Assistance Program (EAP) will offer training courses for managers and supervisors regarding the use of the EAP as a resource to assist with behavioral and mental health and substance abuse concerns. The next training session will be July 22, from noon to 1:30 pm, in the Sweet Conference Room in Gray/Bigelow 4. Additional sessions will be held Sept. 7 and Nov. 2. To register, call (617) 726-6976.

Extended hours for photo ID badges

MGH Police and Security reminds all hospital employees to wear their hospital photo IDs at all times during the upcoming Democratic National Convention to be held July 26 to 29. For new or replacement ID badges, visit the Photo ID office in the basement of the Clinics Building, Room 045A, which is open Monday through Thursday, 7:30 am to 4 pm, and Friday 10:30 am to 4 pm. Extended hours will be offered July 12 through 16, 6 am to 6 pm, July 17, 8 am to 4 pm, and July 20, 6 am to 6 pm. The Photo ID Office at CNY is in the West Lobby of Building 149 and is open Monday through Thursday, 8 am to 4 pm, and Friday 10:30 am to 4 pm. For more information, call the Photo ID information line at (617) 724-9339.

Director of Social Services retires from MGH

Gracious, compassionate, wise and optimistic are just a few words Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, used to describe Evelyn Bonander at a farewell reception June 23 under the Bulfinch tent. Bonander, who was director of MGH Social Services, retired July 2 after 19 years of service.

Bonander made numerous contributions as director, including the establishment of programs such as the HAVEN program, the Cancer Resource Room, the HOPES program and the Child Protection Consultation Team among many others.

Peter L. Slavin, MD, president of the MGH, made opening remarks at the celebration. "I'm honored to be here today to celebrate the career of an outstanding and much-loved member of the MGH community," said Slavin. "Evelyn, thank you for giving so much of yourself. The MGH is a better place today because of your vision and leadership."

Ann Daniels, PhD, LICSW, interim director of Social Services, and Michael McElhinny, MDiv, of the MGH Chaplaincy, also reflected on Bonander's career.

From left, Ives Erickson, Bonander and Slavin

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

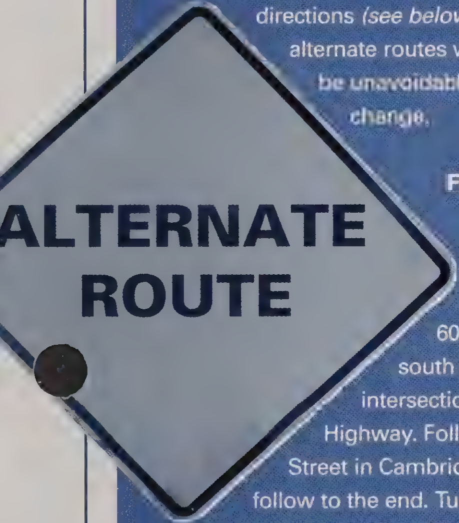
July 16, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Dodging detours: Alternate routes to the MGH during the DNC

With the road closures and traffic detours that are expected during the Democratic National Convention (DNC) – July 26 to 29 – many patients, visitors and employees are seeking alternate routes to get to and from the hospital during the convention. MGH Police, Security and Outside Services is offering alternate route directions *(see below)* to get to the hospital. While these alternate routes will avoid the road closures, delays may be unavoidable. These routes also could be subject to change.



FROM THE NORTH

I-93 Southbound

From I-93 Southbound, take Exit 32 (Route 60) in Somerville. From Route 60, turn onto Mystic Avenue, following it south to the McGrath O'Brien Highway intersection. Turn right onto McGrath O'Brien Highway. Follow McGrath O'Brien Highway to 3rd Street in Cambridge. Turn right onto 3rd Street and follow to the end. Turn left onto Broadway. Follow Broadway over the Longfellow Bridge into Charles Circle. Follow signs for Downtown onto Cambridge Street. For access to the MGH main campus, take a left at the first set of lights onto North Grove Street – the MGH main entrance is straight ahead.

Route 1 South

From Route 1 South, take Copeland Circle exit to Route 60. Follow directions above from Route 60.

Route 1 South *(second option)*

From Route 1 South, take Newburyport Turnpike/MA-99/Broadway exit. Follow Route 99, approximately 13 miles, to Sullivan Square in Charlestown. Bear left onto rotary and then merge onto Rutherford Avenue. Take right after Bunker Hill Community College onto the Gilmore Bridge. Continue through two sets of lights onto Memorial Drive and go under bridge. Take first right onto the Longfellow Bridge. Go over the Longfellow Bridge into Charles Circle. Follow signs for Downtown onto Cambridge Street. Take first left onto North Grove Street – the MGH main entrance is straight ahead.

(Continued on Page 2)

Partners shuttle service during the DNC

Although significant travel restrictions are planned during the week of the Democratic National Convention (DNC) – July 26 to 29 – Partners Transportation has developed a plan for the Partners shuttles to transport riders in a safe and efficient manner. A detailed listing of shuttle services will be posted on the hospital's DNC web site at *www.massgeneral.org/dnc*. These schedules are subject to change.

MGH employees and staff must wear their ID badges to ride any of the Partners shuttles. Riders should plan for additional travel time as the shuttles may experience traffic delays.

The main change to the Partners shuttle service will be the replacement of the North Station shuttle stop with service to and from the Sullivan Square MBTA Station where commuters can have access to the Orange Line. Shuttle services will travel from Sullivan Square to the MGH main campus and back; from Sullivan Square to CNY and One Constitution Center and back; and from CNY and One Constitution Center to the MGH main campus.

The Everett, Chelsea, Revere and East Boston health center shuttle schedules are being adjusted to support patient travel to and from the MGH main campus. The MGH and BWH Lansdowne service will be provided on the hour, instead of every half hour.

Questions regarding the shuttle schedule during the DNC can be sent to *hotline@partners.org*. ●

— Dodging detours

(Continued from Page 1)

FROM THE SOUTH

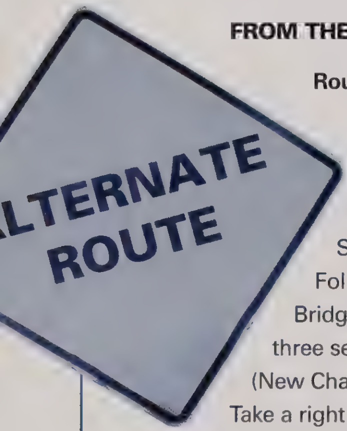
Option 1

From I-93 North, take exit 18 at the Massachusetts Avenue exit. Follow Massachusetts Avenue for approximately two miles. Take a right onto Boylston Street. Then take a left on Charles Street (after the Public Garden). Take first right onto Beacon Street and follow up the hill past the State House. Take a left onto Bowdoin Street, following to the bottom of the hill. Take a left onto Cambridge Street. Take fourth right onto North Grove Street – the MGH main entrance is straight ahead.

Option 2

From I-93 North, take exit 17 at the Morrissey Boulevard Exit. Follow Morrissey Boulevard approximately two miles. At rotary, bear right onto Day Boulevard, following it for approximately 1.5 miles. Take a left onto 1st Street (.5 miles). Then take next right onto Summer Street. Continue on Summer Street for four sets of lights (.75 miles). Take a right (The Postal Annex will be on the left.). Take a left onto Congress and continue for one eighth of a mile. Take a right onto Atlantic Avenue and follow it for approximately .75 miles. Take a left onto State Street, following it up the hill through a set of lights (pass over Congress St.) Take next right onto Cambridge Street. At sixth set of lights, take a right onto North Grove Street – the MGH main entrance is straight ahead.

FROM THE WEST



Route 2 East

Take Route 2 East to the end. Take a left onto Route 16 following it for 2.2 miles. Take a right onto Broadway, following it for two miles. Broadway becomes Maffa Way. Enter Sullivan Square Rotary, bearing right onto Rutherford Avenue. Follow it for 1.5 miles to North Washington Street Bridge. Go over bridge and continue straight through three sets of lights. Take a right at Haymarket MBTA Station (New Chardon Street). Proceed to the top of the hill (.3 miles). Take a right onto Cambridge Street. Take fourth right onto North Grove Street – the MGH main entrance is straight ahead.

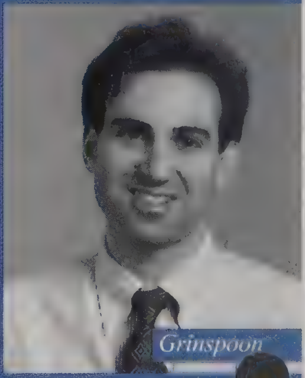
Mass Pike East

From the Mass Pike East, take the Copley exit, bearing right. Take a quick left onto Dartmouth Street, follow for one block. Take a right onto Boylston Street, following for approximately .3 miles. Take a left onto Charles Street (after the Public Gardens, before Boston Common). Take a right onto Beacon Street and follow up the hill past the State House. Take a left onto Bowdoin Street, following to the bottom of the hill. Take a left onto Cambridge Street. Take fourth right onto North Grove Street – the MGH main entrance is straight ahead. ●

ADVANCES

Growth hormone control may affect HIV lipodystrophy treatment

Increasing the body's production of growth hormone may be an effective treatment for HIV lipodystrophy, a syndrome involving the redistribution of fat and other metabolic changes in those receiving combination drug therapy for AIDS. MGH researchers reported in the July 14 *Journal of the American Medical Association* that administration of growth-hormone-releasing hormone (GHRH) significantly improved fat distribution with no negative side effects in men with HIV lipodystrophy.


Grinspoon

"This study is an initial proof of principal that this way of augmenting low growth hormone levels has the potential to reverse the abnormal body composition seen in these individuals," says Steven Grinspoon, MD, director of the MGH Neuroendocrine Unit and Program in Nutritional Metabolism, the report's senior author.

More than half of HIV-infected individuals treated with combination therapy may develop lipodystrophy. It also has been recently discovered that men with lipodystrophy do not secrete normal levels of growth hormone. But although growth-hormone injections can reduce fat deposits, they also have significant side effects that can make some lipodystrophy symptoms worse.

To achieve more natural control of growth hormone levels, the MGH team devised a strategy using growth-hormone-releasing hormone. At the end of the 12-week study, participants who received twice-daily injections of GHRH had more normal fat distribution than did those receiving placebo injections, without significant side effects. Measurements of a key blood factor involved in growth hormone secretion indicated that hormone production and regulation were improved.

"The novel part of this study was use of a natural secretion inducer to produce normal hormone levels," says Grinspoon.

MGH co-authors include first author Polyxeni Koutkia, MD, Bridget Canavan, Martin Torriani, MD, and John Kissko.

Helpful hints from the hospital during the DNC

As the Democratic National Convention (DNC) gets closer – July 26 to 29 – the MGH is offering helpful advice and reminders to patients, visitors and employees to make the week of the convention go as smoothly as possible.

Employees and staff are encouraged to provide the following resources to patients and visitors so they can make appropriate plans during the convention.

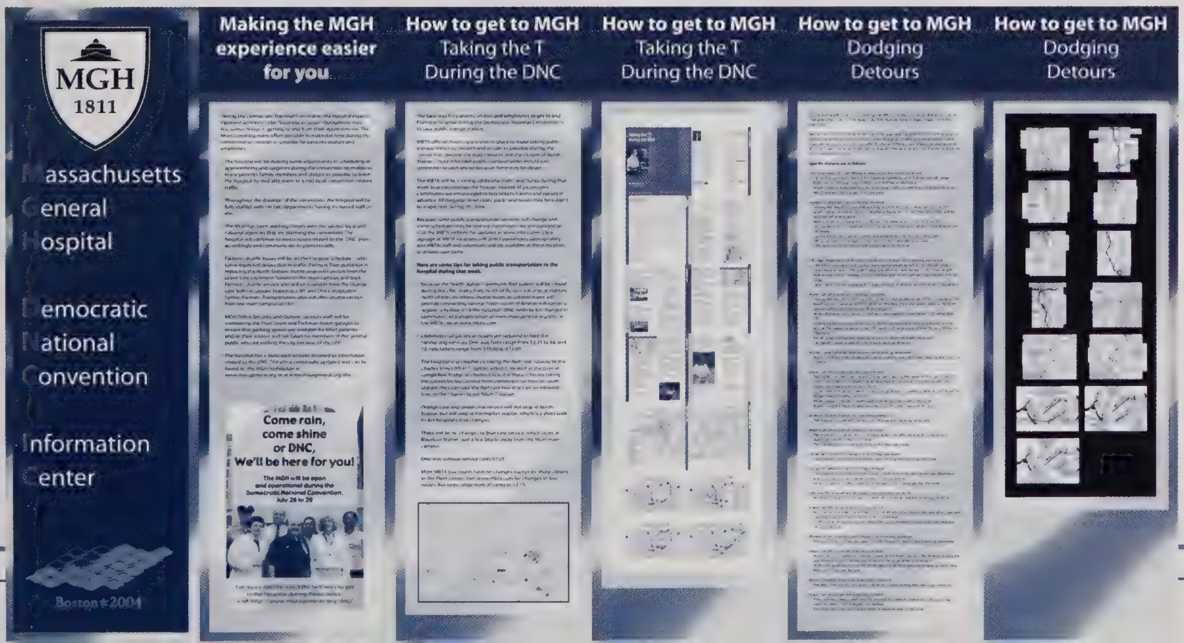
- The DNC host website at *www.boston04.com* gives detailed information about the convention.
- Mayor Thomas Menino has established a DNC Hotline at (617) 635-2004 to help answer questions and address concerns about transportation, road closures and city services.
- The hospital has a designated DNC website at *www.massgeneral.org/dnc* with the most up-to-date information about MGH plans during the convention.

Remember that there may be delays in traffic and on public transportation getting to and from the hospital. Planning ahead and allowing more travel time is advised. Below are some more hints for planning travel during the DNC.

- The MGH recommends taking public transportation to the hospital if possible. To find the best MBTA line to take, visit *www.mbta.com* or the hospital's DNC website.
- For those who need to drive to the MGH, see the alternate driving routes section on page 1 of this issue of *Hotline* or visit the hospital's DNC website.
- Drivers should remember that the state police will be closing roads, which is estimated to be around 5 pm each day. Before that time, roads will be accessible, but some lane restrictions may be in effect.
- Once road closures are established, detours will be in effect. These detours will have clear signage and police details to direct drivers to their destinations.
- For employees riding their bikes to work, they can bike on designated bike paths to the Leverett Circle area, where they can then turn onto the main campus.

Upon arrival at the MGH main campus, patients, visitors and employees should keep in mind that parking and security will be tighter than usual.

- Patients will be able to access the hospital's front garages as usual.
- For those employees driving to the main campus, parking will only be available for those who are already participating in the hospital's parking program.For those who are not participating, spaces in area garages and lots may be available. However, the MGH has no jurisdiction over those parking areas, so they may fill quickly or be closed by state police. Visit the hospital's DNC website for more information about parking.
- MGH employees and staff must wear their ID badges at all times during the convention and must take them home so they have them upon arrival to work.
- After 6 pm each day, MGH visitors will be directed to check-in stations where Police and Security staff will call the patient care unit for verification of the patient visit. Bags and packages may be subject to inspection at this time.
- A DNC information display *(shown below)* – complete with maps and brochures – will be located in the Main Corridor, in the WACC Lobby and at CNY beginning July 16 to further help patients, visitors and employees plan accordingly during the convention.


MGH
1811
Massachusetts
General
Hospital
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National
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Information
Center
Boston ★ 2004
Making the MGH experience easier for you
Come rain, come shine or DNC, We'll be here for you!
The MGH will be open and operational during the Democratic National Convention, July 26 to 29
How to get to MGH
Taking the T
During the DNC
How to get to MGH
Taking the T
During the DNC
How to get to MGH
Dodging
Detours
How to get to MGH
Dodging
Detours

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MGH Occupational Health Services to move

MGH Occupational Health Services (OHS) will be moving Aug. 23 from its current location on Clinics 3 to 100 Charles River Plaza, fourth floor. The OHS provides medical services for all MGH employees with conditions resulting from exposure, injury or illness that occurs because of work environment and/or job duties. For more information, call (617) 726-2217.

MGH Radiology offers extended hours during DNC

The MGH Department of Radiology will be open and operational as usual the week of the Democratic National Convention, July 26 to 29. The off-campus facilities in Waltham and Chelsea will be providing extended hours, 7 am to 11 pm. Mass General Imaging on the main campus will begin patient visits at 7 am, and all exams will be completed by 3 pm. Exams may be scheduled by Radiology Order Entry (ROE) or by calling (617) 724-XRAY. For more information, contact Kristen Dean at (617) 724-4902, Tom Marshall at (617) 726-0304 or visit *http://www.massgeneralimaging.org.*

Memorial service

A memorial service will be held for Oliver Lotz, PhD, at the MGH chapel July 16 at 10 am. Lotz joined the laboratory of Richard Bringhurst, MD, two years ago as a postdoctoral research fellow. According to his colleagues, his work explored the roles of parathyroid hormone in controlling bone metabolism and could help develop future therapy for osteoporosis. Lotz died unexpectedly June 3.

Radiology equipment upgrade

Mass General Imaging in Charlestown will upgrade its clinical MRI magnet from July 19 through Aug. 1. It will not be operational during this time. The software upgrade will improve image quality and scan efficiency and is the second of three upgrades within the MGH system. During the upgrade in Charlestown, there will be sufficient capacity to handle patients at Mass General Imaging services in Chelsea, Waltham and at the main campus. The MRI magnet will return to operations Aug. 2. All MRI scheduling will remain the same. For more information, call Larry Quirk at (617) 726-8742.

Information about unattended packages

MGH Police and Security reminds all MGH employees not to leave any packages, bags, backpacks or other such items unattended anywhere in the hospital. MGH Police and Security as well as other outside law enforcement agencies treat unattended items as if they were explosive devices. MGHers are encouraged to report any suspicious packages to Police and Security by calling (617) 726-2121 for the main campus or (617) 726-5400 for CNY.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.

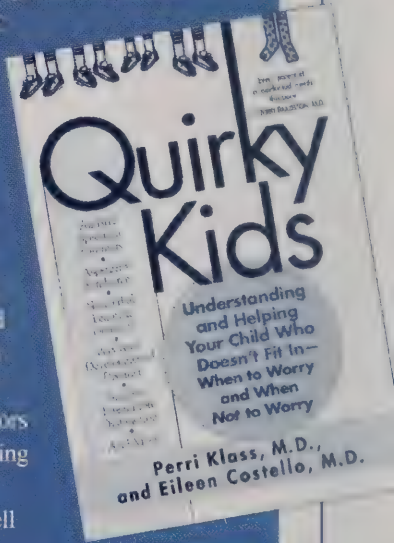
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Authors' night provides guide to challenging children

The MGH Back Bay HealthCare Center held "Author's Night" June 28 as part of the Healthy Kids Talk series. Perri Klass, MD, and Eileen Costello, MD, authors of *Quirky Kids: Understanding and Helping Your Child Who Doesn't Fit In*, addressed a group of parents, educators and pediatricians about children who are different from other kids in ways that are hard to understand or explain. Straddling the line between eccentric and developmentally impaired, these children can present challenges that standard parenting books fail to address, according to the authors. Klass and Costello, pediatricians with an interest in child development, were able to provide guidance and research for families of such kids by illuminating the confusing list of terms applied to what the authors call "quirky kids" and by discussing therapies and medication.


Quirky Kids
Understanding and Helping Your Child Who Doesn't Fit In—When to Worry and When Not to Worry
Perri Klass, M.D., and Eileen Costello, M.D.

"This was one of our most well attended discussions," says Lisa Brugnoli-Semeta, RN, of MGH Back Bay, organizer of the event. "There is obviously a great desire to understand and help these children. While giving the audience a wealth of information on the subject, they also sent a message of acceptance and hope."

The Healthy Kids Talks are a series of seminars for parents and people working with children to promote positive parenting.

July 23, 2004

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Countdown to the Democratic National Convention

With only a few more days until the Democratic National Convention (DNC) comes to Boston – July 26 to 29 – the MGH community is ready for any convention-related activities that may affect the hospital. From the expected road closures, to the changes in traffic and public transportation, to the influx of delegates, visitors and protesters to the area, the MGH community has planned well in anticipation of these events.

"We've been planning for the arrival of the DNC – both internally and with outside agencies – for months, and I believe we are as prepared as we can be for anything that might affect the hospital's main campus and our satellite areas," says Bonnie Michelman, director of MGH Police, Security and Outside Services and chair of the hospitalwide DNC planning committee. "While we can't possibly anticipate all activities or issues related to the convention, I am confident that our employees, staff and volunteers are able to handle any situation that may arise."

Below are a few reminders for preparing for the DNC.

Information resources

- For the latest updates on traffic conditions, visit *www.smartraveler.com* or call (617) 374-1234 or *1 on a mobile phone.
- The DNC host website at *www.boston04.com* gives detailed information about the convention.
- Mayor Thomas Menino has established a DNC Hotline at (617) 635-2004 to help answer questions and address concerns about transportation, road closures and city services.
- The hospital has a designated DNC website at *www.massgeneral.org/dnc* with the most up-to-date information about MGH plans during the convention and best commuting routes to and from the hospital.
- The hospital also will have a designated DNC phone line to answer questions about transportation, parking, patient access and other issues related to the DNC. The phone number is (617) 726-2222 and will be staffed July 26 to 29, from 7 am to 8 pm.

Public transportation, traffic and Partners shuttle information

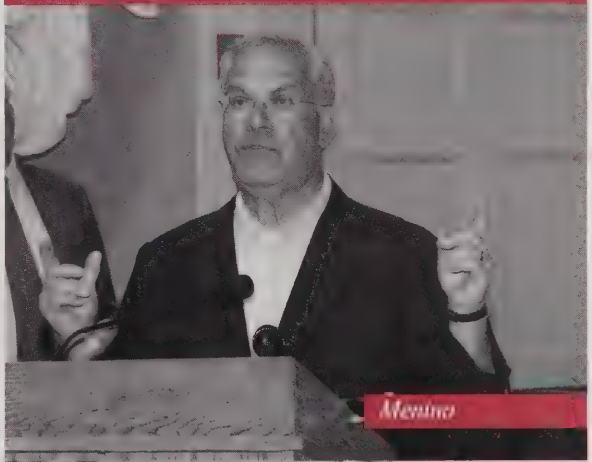
- Remember that there may be delays in traffic and on public transportation getting to and from the hospital. Planning ahead and allowing more travel time is advised.
- The MGH recommends taking public transportation to the hospital if possible. Remember to check the MBTA's website to find the best subway line to take to the hospital and to verify any schedule changes. The website is located at *www.mbta.com.*
- North Station will be closing the evening of July 23 and will remain closed until July 30. The final departure times for commuter rail trains leaving North Station July 23 are as follows: Haverhill, 6:55 pm; Reading, 7:10 pm; Rockport, 8 pm; Newburyport, 7:30 pm; Beverly, 8 pm; Fitchburg/South Acton, 7:35 pm; and Lowell, 7:30 pm.

(Continued on Page 2)

MGH helps kick off Innovation Week

To celebrate Boston's long culture of innovation, Boston 2004, Inc. – the host committee for the Democratic National Convention – and the Boston History Collaborative kicked off Creativity and Innovation Week at the MGH July 18. The event launched a weeklong celebration dedicated to highlighting Boston's history of innovation in medicine, social programs, education and cultural activities.

Speakers at the event – held in the Ether Dome to recognize the importance of the first public demonstration of the use of ether as an anesthetic in surgery – included David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization, and Boston Mayor Thomas M. Menino. Actor Frank Ridley performed a skit retelling the story of the first use of ether.


Menino

Ridley

— Countdown to the Democratic National Convention

(Continued from Page 1)

- The Partners shuttle service will be replacing the North Station shuttle stop with service to and from the Sullivan Square MBTA Station where commuters can board the Orange Line. For a complete list of the Partners shuttle schedules, visit the hospital's DNC website.
- For those who need to drive to the MGH, visit the hospital's DNC website for alternate driving routes and for reverse directions from the hospital. Information about parking also is available on the website and on Page 3 of this issue of *Hotline.*
- Water shuttle transportation service will continue from Hingham and Hull to Boston (Rowes Wharf) during convention week.
- As of July 25, the MBTA will cancel the Green Line shuttle bus services connecting the Lechmere and Government Center stations during the DNC. Green line passengers from Cambridge to Boston can take a free shuttle bus to the Kendall Square station and then take the Red Line to the Charles Street/MGH station. The Green Line shuttle bus service will resume July 30.

Security

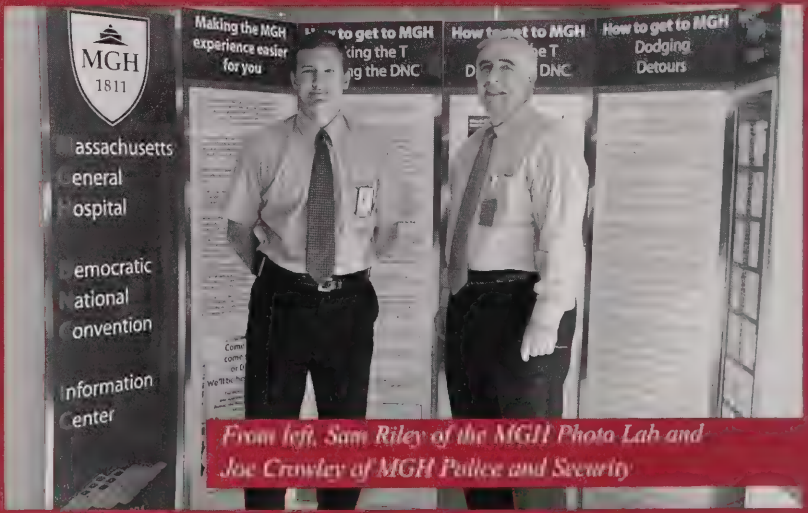
- Upon arrival at the MGH main campus, patients, visitors and employees should keep in mind that security will be tighter than usual to help keep the hospital safe and secure during the convention.
- MGHers are encouraged to report any suspicious people, vehicles, packages or activity that does not seem to be part of normal hospital operations to Police and Security by calling (617) 726-2121 for the main campus or (617) 726-5400 for CNY.
- MGH Police and Security will have increased security patrols, additional monitoring of certain hospital areas and enhanced surveillance activities during the DNC to ensure the security of the hospital.
- MGH employees and staff must wear their MGH Photo ID badges at all times during the week of the convention and must take them home and have them upon arrival to work. Employees will not be allowed access to the hospital without it.
- After 6 pm each day, or earlier if the need arises, visitors will be directed to check-in stations where Security staff will call the patient care unit for verification of the patient visit. Visitors will be given badges that they must wear while on hospital property. Bags and packages may be subject to inspection at this time.
- A Mass Decontamination Unit (MDU) trailer will be located at the bottom of the White Ramp in front of the main entrance, and a Boston Fire Department truck will be located on campus during the week. There is no cause for concern about these vehicles. They are available only in the event of an emergency.
- All MGH employees, patients and visitors are reminded not to leave any packages, bags, backpacks or other such items unattended anywhere in the hospital. MGH Police and Security as well as other outside law enforcement agencies treat unattended items as if they were suspicious objects.
- Employees are encouraged to secure their valuables and lock their areas to help minimize security risks.
- If there are any protest activities around the hospital, MGH employees, patients and visitors are advised to avoid these areas.
- As an added security benefit for the hospital, MGH Police and Security supervisory staff members will be participating in the activities of the Multi-Agency Command Center (MACC) that serves as the security command center for the Boston area during the DNC.
- State police officers will be positioned on many streets surrounding the main campus as part of the DNC security efforts. ●

Need DNC information? Look no further.

In an effort to keep MGH employees, patients and visitors up to date on the hospital's plans during the Democratic National Convention (DNC) – July 26 to 29 – the hospital has created informational displays. Complete with maps and brochures, the displays are meant to help patients, visitors and employees plan accordingly during the convention.

A myriad of information is provided including tips on taking public transportation, parking recommendations and detour information. Beginning July 23, copies of MBTA information and alternate routes to the hospital also will be available.

The displays were created by the MGH Photo Lab and are located in the Main Corridor near Coffee Central, in the WACC Lobby and at CNY.



From left, Sam Riley of the MGH Photo Lab and Joe Crowley of MGH Police and Security

Hazmat drill prepares MGHers

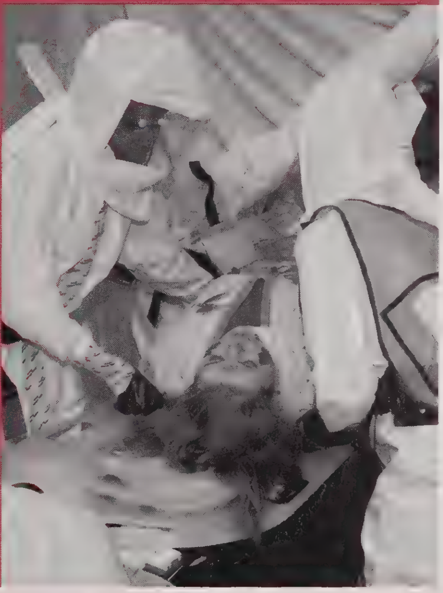
Thirty members of the MGH Hazmat Decontamination Team participated in a drill July 15 to make sure the hospital is equipped to handle a nuclear, chemical or biological disaster with contaminated and injured patients in a timely and efficient manner.

The drill – which simulated a loud explosion and a vapor cloud descending on the crowd at a Boston Pops concert – included employees from Buildings and Grounds, Police and Security, Environmental Services, Patient Transport, Materials Management, Interpreter Services, the Emergency Department, the Safety Office and the volunteer Hazmat Decon Team. In addition, the drill tested for the first time the Hospital Emergency Incident Command System's Psychological Support Group, a team designed to provide psycho-social support or psychiatric intervention during a crisis. The drill also was meant to help prepare the MGH for any type of emergency related to the Democratic National Convention.

Forty-eight mock victims playing the roles of contaminated and injured victims as well as family members seeking information about their loved ones added a dose of realism to the drill.

The Boston Fire Department Special Operations Unit was on hand – as they would be for a real event – to provide decontamination assistance inside the Mass Decontamination Unit that was set up in front of the main entrance.

"This drill provided another opportunity for hospital staff to train with the most recently certified Hazmat Decon Team members. The team deftly executed the improved logistical procedures resulting from lessons learned in the May 23 drill," says Julia Gabaldon, the MGH emergency management coordinator. "The MGH community can be assured that the MGH Hazmat Decon Team has boosted the level of preparedness for a mass casualty disaster for the hospital and the community."



Parking tips during the DNC

Many MGH employees have been asking questions about where to park if they must drive to the hospital during the Democratic National Convention (DNC) – July 26 to 29. Below are some guidelines for parking in area garages and lots.

Lomasney (Bubble) garage – The Lomasney garage, located across from the Fleet Center, will be open for MGH staff members who are currently part of the MGH parking program in this garage. For those MGHers who are not part of the MGH parking program, they can show their MGH Photo ID, pull a ticket and park in this garage if there is space available. The garage will probably fill quickly, and employees not in the parking program may be turned away as a result.

Orange Lot and Fleet Center garage – The Orange Lot and the Fleet Center garage will be closed until Aug. 9. MGH staff members who normally park in this garage have been moved to the Yawkey garage.

Haymarket/Safe Harbor garage – This garage will be open to the public on a first-come, first-serve basis.

Museum of Science garage – This garage will be open for MGH staff members who are currently part of the parking program for this garage. The museum will most likely be closing early each day, which will not affect MGH parking privileges. When the state police closes the roads, all vehicles exiting the garage will have to turn left and proceed to the intersection of Land Boulevard and the Gilmore Bridge.

Arrangements have been made with the museum to provide additional parking for MGH evening- and night-shift staff during the DNC. Employees may enter after 4 pm and must be out of the garage the next day by 8 am. Partners Transportation will provide shuttle bus service to and from the garage.

Fruit Street and Parkman Street garages – MGH employees who are part of the parking program (have an electronic garage access card) and who normally park in these garages for the evening or night shift can enter after 2 pm. Garage access cards will be reprogrammed for a 2 pm entry for the week of the DNC. MGHers still will need to be out of these garages by 9:30 am to have sufficient space for patients to park. Garage screeners will be in place to monitor access.

Emerson, Whittier, Holiday Inn, CNY garages and Longfellow Lot – There are no changes to the current parking guidelines for these garages.

Any of these garages or lots may initiate searches of vehicles. MGH employees should have their MGH Photo ID accessible.

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WHAT'S HAPPENING

Senior HealthWISE seminar

MGH Senior HealthWISE will sponsor "Safe Exercise for Individuals with Health Conditions" July 26, from 4 to 5 pm in the Walcott Conference rooms for seniors 60 years and older. Alison Bates, PT, DPT, GCS, and Kelly Macauley, PT, DPT, both from MGH Physical Therapy, will discuss safe exercises for people with common conditions including diabetes, osteoporosis and other ailments. For more information, call (617) 724-6756.

Radiology equipment upgrade

Mass General Imaging in Charlestown will upgrade its clinical MRI magnet from July 19 through Aug. 1. It will not be operational during this time. The software upgrade will improve image quality and scan efficiency and is the second of three upgrades within the MGH system. During the upgrade, there will be sufficient capacity to handle patients at Mass General Imaging services in Chelsea, Waltham and at the main campus. The MRI magnet will return to normal operation Aug. 2. All MRI scheduling will remain the same. For more information, call Larry Quirk at (617) 726-8742.

Mood and Anxiety Disorders Institute seminar

The MGH Mood and Anxiety Disorders Institute (MADI) will sponsor "Multicultural Perspectives on Mental Health Practice" Aug. 13, from noon to 3 pm in the Ether Dome. This seminar will explore perceptions, presentations and treatment approaches to mental illness across cultures. Contact hours will be awarded. Registration is limited. To register, send e-mail to *ahealy3@partners.org.*

August Vacation Club

The MGH Backup Childcare Center still has space available for the August Vacation Club Aug. 23 to 27 and Aug. 30 to Sept. 3, from 7:30 am to 6 pm. The cost is $275 per child for five days or $60 per child per day. Activities and trips planned include a day at the beach, Plaster Fun Time and a boat trip to George's Island. For more information or make reservations, call (617) 724-7100.

MGH Occupational Health Services to move

MGH Occupational Health Services (OHS) will be moving Aug. 23 from its current location on Clinics 3 to 100 Charles River Plaza, fourth floor. The OHS provides medical services for all MGH employees with conditions resulting from exposure, injury or illness that occur because of work environment and/or job duties. For more information, call (617) 726-2217.

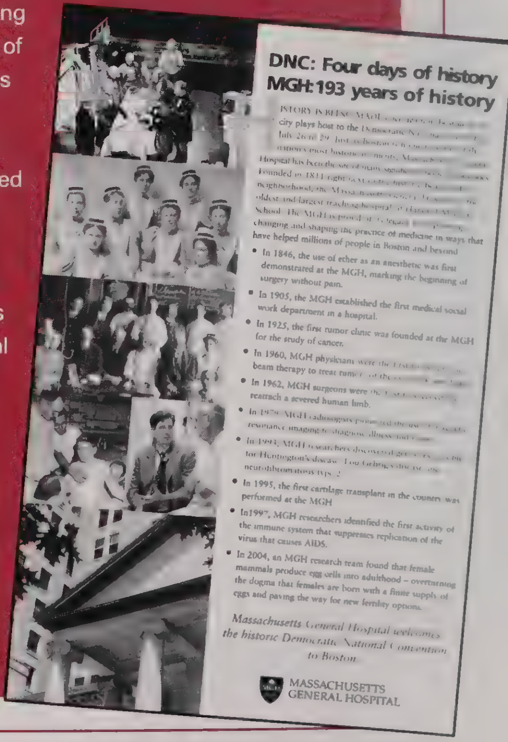
IN GENERAL

Patricia K. Donahoe, MD, director of the Pediatric Surgical Research Laboratories and former chief of MGH Pediatric Surgical Services, recently was the recipient of the honorary degree of Doctor of Science from Northwestern University. Honorary degrees are awarded by Northwestern each June to a small number of persons who are judged to have made exceptional contributions to fields valued to the university. Donahoe also received the Fred Conrad Koch Award, the highest award presented by The Endocrine Society. The award recognizes exceptional contributions to endocrinology.

Theresa McLoud, MD, associate radiologist-in-chief and director of Education for MGH Radiology, was named one of three 2004 Gold Medalists by the American Roentgen Ray Society (ARRS). The Gold Medals are the society's highest honor, awarded for distinguished service in the field of radiology. McLoud currently serves on the board of the Radiological Society of North America.

Making history: MGH in DNC ad

While history is being made with the arrival of some 35,000 delegates for the Democratic National Convention (DNC), the MGH joined in this milestone celebration for the city of Boston with a full-page ad that was published in a special DNC issue of the *Beacon Hill Times.*



DNC: Four days of history
MGH: 193 years of history

HISTORY IS BEING MADE [illegible] city plays host to the Democratic N[illegible] July 26 to 29. Just as Boston [illegible] nation's most historic [illegible] Hospital has been the site of many [illegible] founded in 1811 right next [illegible] neighborhood, the Massachusetts [illegible] oldest and largest teaching hospital [illegible] School. The MGH is proud [illegible] changing and shaping the practice of medicine in ways that have helped millions of people in Boston and beyond.

- In 1846, the use of ether as an anesthetic was first demonstrated at the MGH, marking the beginning of surgery without pain.
- In 1905, the MGH established the first medical social work department in a hospital.
- In 1925, the first tumor clinic was founded at the MGH for the study of cancer.
- In 1960, MGH physicians were the first [illegible] beam therapy to treat tumor[illegible]
- In 1962, MGH surgeons were the first [illegible] reattach a severed human limb.
- In 19[illegible] MGH radiologists pioneered the use [illegible] resonance imaging to diagnose illness and [illegible]
- In 1993, MGH researchers discovered gen[illegible] for Huntington's disease, Lou Gehrig's disease [illegible] neurofibromatosis type 2.
- In 1995, the first cartilage transplant in the country was performed at the MGH.
- In1997, MGH researchers identified the first activity of the immune system that suppresses replication of the virus that causes AIDS.
- In 2004, an MGH research team found that female mammals produce egg cells into adulthood – overturning the dogma that females are born with a finite supply of eggs and paving the way for new fertility options.

Massachusetts General Hospital welcomes the historic Democratic National Convention to Boston

MASSACHUSETTS GENERAL HOSPITAL

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

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(617) 726-2206

July 30, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

They're there when you need them

With a comprehensive security plan in place, MGH Police and Security staff – working closely with local and state police – spent the week during the Democratic National Convention (DNC) ensuring that security on and around campus remained tight and vigilant.

MGH Police and Security supervisory staff members also were asked to participate in the activities of the Multi-Agency Command Center (MACC) that served as the security command center for the Boston area during the DNC. The hospital had hourly contact with the MGH staff to receive first-hand security information.

...USETTS GENERAL HOSPITAL
Massachusetts General Hospital
POLI

MGH Police and Security staff, left, worked with state police during the DNC.

MGHers prepared: But DNC week proves uneventful

After months of planning and weeks of bracing for chaotic conditions, the week during the Democratic National Convention (DNC) went smoothly for the MGH community as *Hotline* goes to press.

Getting to and from the hospital went relatively well for employees, patients and visitors who either used public transportation or drove in early and left before the road closures. Armed with alternate route directions to the hospital, night-shift employees were able to traverse the roads despite the closures. Information was collected about employees' commutes and was sent out each day by e-mail to help advise other employees about commuting conditions.

Deliveries of food and dietary supplies, medicines and other items were made at earlier times to avoid traffic delays. Blood supplies from the American Red Cross were delivered to help maintain the hospital's provisions.

MGH Police and Security staff – which was tripled to handle the expected security measures during the week – increased surveillance activities around the main campus, monitored certain hospital areas and checked employee IDs. The around-the-clock presence of state police designated to the MGH to patrol the perimeter around the hospital also supplemented the hospital's security plan.

Operational inpatient occupancy was slightly less then usual, but patient care activity remained busy. On July 27, there were 90 admissions compared to 139 on average for a Tuesday. The Emergency Department also had 158 patient visits as opposed to an average of 207 for a Tuesday.

While there were fewer disruptions to hospital activities than expected, the seamless operations during the week can be attributed to the proactive planning that was done months in advance. The multidisciplinary DNC planning task force – chaired by Bonnie Michelman, director of MGH Police, Security and Outside Services – started meeting in the spring to prepare the hospital for what could happen during the DNC.

These preparations included making alternate plans to accommodate both inpatients and outpatients during the week, modifying staff schedules to adapt to changes in patient volume, developing informational materials such as the hospital's DNC website, testing emergency response systems, staffing a DNC phone line to answer questions, revising shuttle transportation schedules, making changes to parking arrangements, developing alternate driving routes to and from the hospital and creating a comprehensive security plan.

"The endless hours of operational design and preparations for this week so far were more strenuous than the execution of our superb multifaceted security plan," says Michelman. "The months of planning and hours of meetings with outside agencies all proved to be invaluable in managing hospital activity and deterring issues. I know that the quality, skills and professionalism of my excellent staff, along with the support of the entire MGH community, has made all the difference in the world."

At your service

Even though activity was relatively quiet at the hospital during the week of the Democratic National Convention (DNC), the MGH information desk ambassadors were on hand to help patients, their families and visitors get to their destinations in the hospital. The most helpful service the ambassadors provided was having reverse directions from the hospital available to help everyone navigate their way home through all the road closures.

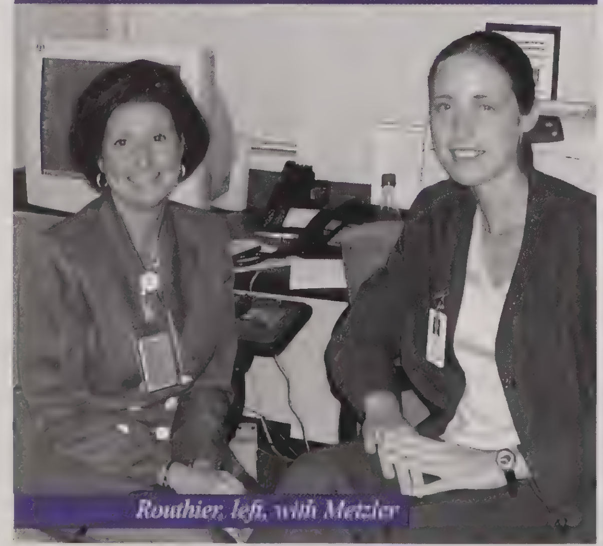
Front desk staff were all smiles during the DNC.

Hello, can I help you?

Although the anticipated traffic gridlock during the Democratic National Convention (DNC) was less than expected, MGHers still were out in full force ensuring the convention week went as smoothly as possible.

Bridget Metzler, an MGH administrative fellow, and Deborah Routhier, from MGH Police and Security, took on the arduous task of staffing the hospital's designated DNC phone line, providing information about transportation, parking and other issues related to the DNC.

"We were really busy at the beginning of the week," says Routhier. "We definitely had a lot of interesting calls."

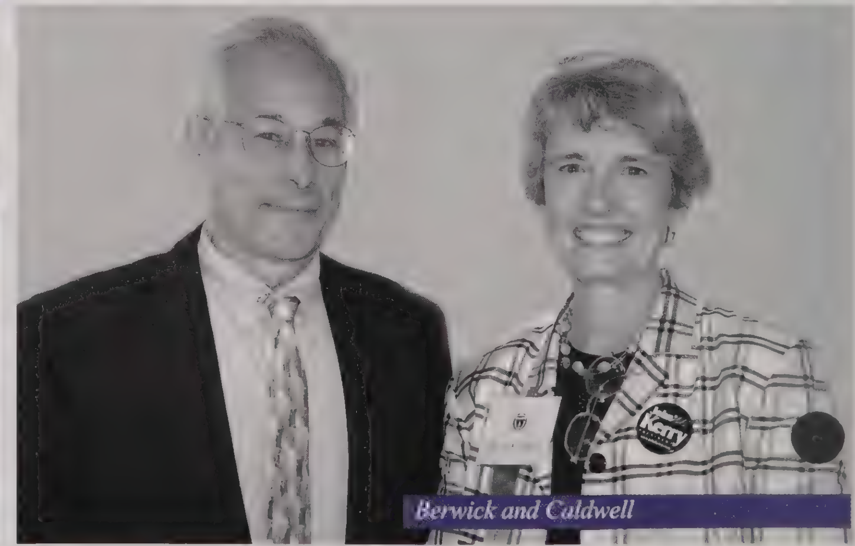


Routhier, left, with Metzler

MGH IHP hosts DNC delegates briefing

The MGH Institute of Health Professions (IHP) and its president, Ann W. Caldwell, hosted a Democratic National Convention (DNC) delegates briefing, "Health Care Reform and the Election" July 28 at its facility at CNY. Guest speakers included Congressman John F. Tierney and keynote speaker Donald M. Berwick, MD, MPP. Tierney, who represents the sixth congressional district of Massach[illegible], regularly advocates for providing access to high quality health care to all Americans, including a Medicare prescription drug benefit for seniors. Berwick, president and CEO of the Institute for HealthCare Improvement – a Boston-based nonprofit organization – is dedicated to improving the quality of health care systems through fostering collaboration among health care organizations and their leaders. Former president Bill Clinton appointed Berwick to serve on the Advisory Commission on Consumer Protection and Quality in the Healthcare Industry in 1997 and 1998. In 2002, the weekly trade publication *Modern Healthcare* ranked Berwick the third most powerful person in American health care.

Many convention delegates and elected officials from Massachusetts and the rest of New England attended the event. ●



Berwick and Caldwell

Nick Lepore, left, and Bob Hubbard from Partners Transportation helped passengers from Sullivan Square get to their destinations.

Shuttle service makes a difference

MGH employees and patients rely heavily on Partners Transportation's shuttle service to take them to MGH affiliates and other Partners institutions for medical appointments, business meetings or for patient care activities. The road closures and detours in Boston to accommodate the Democratic National Convention (DNC) could have thrown the shuttle service into chaos, but the Partners Transportation staff made thorough plans and thoughtful changes to make sure the shuttle system ran as smoothly and efficiently as possible.

Lisa Scannell, director of Transportation Business Operations, and John Donovan, manager of Logistical Operations, worked diligently with their staff to make necessary changes to the Partners shuttle system – which included revised schedules for some shuttle routes – to ensure that services were maintained despite the traffic changes enforced by the local and state police during the convention.

One major change to the shuttle system during the DNC was to add a shuttle service to the Sullivan Square MBTA station to transport MGH and Partners employees from the Orange Line to the MGH main campus and CNY.

"Our goal was to move our riders in the safest, most efficient manner possible," says Scannell. "Using Sullivan Square as an alternative to North Station allowed for a prompt commute to CNY while avoiding the congestion in the Haymarket area on the way to the MGH. Our drivers really made the difference. Without their dedication and flexibility, the week would have been a bit bumpy."

MGH physician rows his boat ashore

Even though traffic was minimal during the week of the Democratic National Convention (DNC), Robert H. Ackerman, MD, of MGH Neurology and Neuroradiology, stuck to his original plan and rowed his way to work July 27, Ackerman feared traffic would be heavy and decided to commute to work in his racing shell via the Charles River. His 45-minute water commute took him from the Cambridge Boat Club to the Union Boat Club at the Hatch Shell on Boston's Esplanade.

"I've always dreamt of commuting to work by rowing shell, and this gives me a good excuse to do what I've always dreamt of before," says Ackerman. "It's a nice way to spend the commute."

Ackerman afloat

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WHAT'S HAPPENING

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Senior HealthWISE seminars

MGH Senior HealthWISE will sponsor "Sadness and Loss: How Do We Deal With It?" Aug. 9, from 4 to 5 pm in the Walcott Conference Rooms. Gail Leslie, RNCS, of MGH Acute Psychiatry Service, will discuss what causes the sadness, symptoms of grief and loss and strategies for coping. Senior HealthWISE along with the Clubs at Charles River Park will sponsor "Keep It Simple: A Beginner's Guide to Hand Weights" Aug. 10, from 2 to 3 pm at the Clubs at Charles River Park. Danny Murphy, CSCS, a personal trainer, will lead the session. Both events are for seniors 60 years and older. For more information, call (617) 724-6756.

Mood and Anxiety Disorders Institute seminar

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Children's Quarters at CNY

The Children's Quarters at CNY is currently enrolling for the following classes: transitional 2-year-old class, preschool class, pre-k and kindergarten class. For more information, call (617) 726-6010.

Clifford Stewart Memorial Scholarship

The application deadline for the Clifford Stewart Memorial Scholarship has been extended to Aug. 6. Clifford Stewart was a Walsh Brothers construction manager who worked regularly at the MGH for many years and died unexpectedly in 2000. Applications and information regarding the scholarship are available at the White Information Desk, Buildings and Grounds and the Real Estate and Planning Office, West End House, second floor. For more information, call Jim Guiry at (617) 724-3580.

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What's the scoop?

Peter L. Slavin, MD, president of the MGH, hosted an ice cream party July 29 to show appreciation for the hard work and dedication of employees and staff during the Democratic National Convention. The party took place under the Bulfinch tent for day-shift employees and then again near Coffee Central at 10:30 pm for night-shift employees. Employees were offered an array of treats ranging from ice cream sandwiches to popsicles and Italian ice.

MGHers enjoy a DNC treat.

August 6, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Wrapping up the DNC: An MGH experience

Life at the MGH is back to normal after the Democratic National Convention (DNC), but for those who planned for its impact on the hospital and for those who worked extra hours during that week, the event left quite an impression. Here are a few interesting tidbits about the week and words of praise for the MGHers who worked hard to make the DNC week run smoothly and safely for patients, visitors and employees.

- **Future voter?** – Frontline MGHers were prepared for anything during DNC week – including the unexpected surprise birth of a baby July 29 on the hospital's front doorstep – the White ramp. The anxious parents had sped through traffic detours to get to the MGH, but not quite in enough time to get to the Emergency Department. MGH Police and Security staff and several ambassadors, along with members of the state police, helped deliver the healthy infant in the patient's car in front of the main entrance.

- **Kerry sighting** – The Democratic presidential candidate, Sen. John Kerry, made a surprise appearance near the MGH facilities at CNY as he arrived July 29 by boat with his large entourage. The unexpected arrival caused some logistic and security issues, but the MGH Police and Security team at CNY went into quick action to make the landing smooth sailing for the candidate.

- **Like a good neighbor** – MGH Police and Security staff were pleased to report that the DNC brought about the largest example of a "neighborhood watch" program they had ever seen. Not only were MGH employees, patients and visitors vigilant in helping with the hospital's security efforts, neighbors from the surrounding community also were more aware of their surroundings and alerted the hospital to potential security issues on several occasions.

(Continued on Page 3)

The MGH Police and Security senior leadership team, top, from left, Michael Neville, John Driscoll, Joe Crowley, Dick Chevrette, bottom, from left, Phillip Stewart, Bonnie Michelman and John Daley.

ADVANCES

Drug treatment promising for HIV and hepatitis C

Since the introduction of highly active combination drug therapy for HIV, liver failure from hepatitis C virus (HCV) infection has become a leading cause of death among those infected with the virus that causes AIDS. Now a study led by an MGH researcher has found that the newest treatment for patients infected with HCV alone also helps those with both viruses by significantly improving the clearance of HCV from the bloodstream.

"Hepatitis C has become the new opportunistic infection among HIV-infected patients," says lead author Raymond Chung, MD, director of the Center for Liver Disorders in the MGH Gastrointestinal Unit. "The problem is immense and growing."

The standard treatment for those infected with HCV only – interferon and ribavirin – is not very effective for patients also infected with HIV. A new FDA-approved treatment for HCV-only infection uses a chemically modified form of interferon called peginterferon, and the current study was designed to investigate whether the new approach could safely improve treatment success for those infected with both viruses.

At the end of the 48-week study period, about 40 percent of those receiving peginterferon had cleared HCV from their bloodstream, compared with only 12 percent of the interferon group. Follow-up blood tests were taken 24 weeks after the study period, and again those in the peginterferon group fared significantly better. No participants had progression of HIV symptoms or adverse interactions with their anti-HIV drugs.

"This really is a foot in the door, a promise that we will be able to help many of these patients without adversely affecting control of their HIV disease," Chung says.

Gregory Robbins, MD, and Atul Bhan, MD, were MGH co-authors of the report, which appeared in the July 29 issue of the *New England Journal of Medicine.*

PACE labels make a world of difference

For years, MGH employees have used a cumbersome machine called an addressograph to stamp patients' blue cards for lab tests and specimens. The only alternative to using the addressograph has been to hand write the information on the blue card. Because of the PACE (Patient Administrative Cycle Enhancement) project, both of these methods will no longer be necessary.

The MGH and Massachusetts General Physicians Organization practices and some ancillary departments that use the IDX system are in the process of transitioning to using computer-generated labels on requisitions and specimens. Some practices have already made the change to labels. The practices that do not use the IDX system will continue to order tests the same way they do now.

Using labels eliminates the unclear blue card stamps or the possibility of poor handwriting. Having clear information will help lab staff process tests more efficiently, and as a result, the labels should improve the quality and safety of patient care. The MGH Vincent Gynecology Oncology Service began using labels in May. Aimee Fitzgerald, a medical assistant for the service, says the labels ensure that patient information is accurate.

Convenience is another benefit of the labels. In the past, practice staff instructed patients without blue cards to go to Registration for a replacement card. The staff needed the card to stamp lab test or specimen forms. Now, practice staff can print and attach a label – saving patients a trip to Registration.

Labels also save time for staff members who no longer need to use the addressograph or hand write patient information. Practices are able to prepare labels before patients come for their appointment. In addition, labels save time by eliminating the need to redo forms because of an illegible stamp.

"We love the labels because they help us check in patients quickly, and they print out faster and more quietly," adds Kahdija Ibnoueddas, check-in coordinator for the MGH Vincent Gynecology Oncology Service.

For more information about the PACE labels, send e-mail to Fran Rockett at *frockett@partners.org.*

MGH and the Revolution score big

Thirty-six kids had the experience of a lifetime July 13 at Gillette Stadium in Foxboro when the MGH Human Resources Department and the MGH Council on Disability Awareness held a soccer clinic with the New England Revolution soccer team. Four players and a coach ran drills with the kids, played a soccer version of "Simon Says" and officiated a real game of soccer.

"The kids came with a 'can do' attitude," says Oz Mondejar, MGH Human Resources manager and disability coordinator. "The clinic really fulfilled its objective of giving an opportunity to kids with different abilities to participate in this sport."

The participants came from the Home For Little Wanderers, Helping Hands Foundation and the Special Olympics of Massachusetts. A few also came from the MGH, Spaulding Rehabilitation Hospital and Newton-Wellesley Hospital.

To cap off the event, each of the 36 kids was given a souvenir soccer ball, an MGH T-shirt and a team picture of the Revolution. All the kids had their souvenirs autographed by the Revolution players and coach who were present.

"The clinic was a wonderful opportunity for the children to make new friends and learn the value of team sports through fun and engaging soccer activities," says Michelle DiLisi, of MGH Human Resources and one of the coordinators of the clinic.

The clinic was conducted in partnership with Matt Quinn, director of Community Relations for the New England Revolution team. ●

Two future soccer stars practice a drill.

— Wrapping up the DNC: An MGH experience

(Continued from page 1)

- **IDs please** – MGHers heeded the messages from MGH Police and Security and wore their MGH Photo ID badges, giving the DNC week the highest compliance rate yet recorded for wearing hospital IDs.
- **You don't see that every day** – Some MGHers reported seeing men dressed in black uniforms, rappelling down ropes from the side of a building near the MGH. What looked like a scene from a spy movie actually was members of the state police and national guard practicing during a drill near Lederman Field.
- **Safe and secure** – MGH Police and Security reported that there were no thefts on hospital property during the week of the DNC, and there was no disturbance from convention protesters at the hospital. Although MGHers were at the ready to respond to any type of emergency, there was no need to deploy the hazmat tent or initiate the emergency response plan. "A colleague of mine who was a patient at the hospital last week said that she found our security efforts comforting without being too alarming," says Bonnie Michelman, director of MGH Police, Security and Outside Services.
- **More information** – There were numerous calls to the hospital's DNC information phone line – 172 calls during the four days, 135 of those from patients or visitors.
- **Weaving a web** – The hospital's DNC website saw quite a bit of traffic during the week with 3,129 visitors to the site during the three-week period of July 11 to 31, and 112 e-mails sent to the website mailbox with specific DNC questions.
- **Stress relief** – The Clubs at Charles River Park offered MGHers a bit of stress relief during the DNC with a special one-week pass for only $20 to relax by the pool, take a Pilates class or work out frustrations on the fitness equipment.
- **Meals on wheels** – To prepare for the DNC, MGH Food and Nutrition Services had to change their ordering and receiving routines because of the road closures. Food deliveries were made between 4 and 6 am with extra security measures to ensure safety. Supplies also were well stocked in case of an emergency. "Our staff in the storeroom was absolutely outstanding during this time," says Helen Doherty, RD, director of MGH Food and Nutrition Services.
- **All smiles** – Many people reported that the DNC brought about a general feeling of camaraderie and good will among members of the MGH community, with staff taking more time to talk to colleagues, and patients and visitors feeling accommodated.

A great deal of credit for ensuring the DNC week's success goes to Michelman, her staff and the DNC planning task force, which she chaired. Representing all areas of the MGH, the DNC task force members worked in two subgroups to ensure all aspects of hospital operations were taken into consideration while planning for the convention. The Patient Care Subgroup focused on ensuring that inpatient and outpatient activities would continue uninterrupted, and the Communications Subgroup developed a comprehensive plan to inform the MGH community about changes brought about by the convention. MGH satellites such as the health centers and CNY also worked closely with the task force to make sure operations continued as usual. And Partners Transportation made considerable changes to shuttle service to accommodate employees, patients and visitors.

"Planning for the impact of an event of such magnitude as the convention is no easy task," says Michelman. "Every possible detail was considered through complex preparation by many to make sure the MGH continued to be open and operating despite such huge changes to the city as the road closures and detours. I continue to be impressed by the extraordinary talent and dedication of the MGH community to rise above adversity to ensure our patients get the best possible care." ●

MGH tuition reimbursement program

The MGH supports and encourages training and education for career growth and development of its employees. To help achieve this goal, the Tuition Reimbursement Program was established, offering employees the chance to pursue job-related certificate or degree programs (associate's, bachelor's or master's), as well as adult basic education.

Regular and part-time employees – working 20 to 40 standard hours per week – who have completed six months of continuous service may apply. Approval is required prior to the start of class, and reimbursement is paid at class completion. Employees also must submit an official copy of an acceptance letter from the school, a copy of the course description and cost-per-credit documentation from the current school catalog to the MGH Training and Workforce Development Office. MGH Training staff will notify employees if their application has been approved within 15 days. Individual courses are not covered by tuition reimbursement.

After the class is completed, the employee must submit a copy of the grade report and proof of payment for reimbursement of tuition. Reimbursement checks are issued through the payroll system the second and fourth pay period through direct deposit.

Applications and the complete tuition reimbursement policy are at the following Human Resource locations: White 14, 75 Blossom Court, 100 Charles River Plaza, second floor, and CNY, seventh floor. To obtain an application online, visit *http://is.partners.org/hr/affiliates/mgh/mghbenefits.htm.*

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WHAT'S HAPPENING

SummerWorks showcase and celebration
The MGH/Timilty Partnership will hold its annual SummerWorks Showcase Aug. 12, from 11:30 am to 1 pm in the Main Corridor. The interns, graduating eighth graders from the Timilty Middle School, will present the skills, experience and lessons they have learned from the seven-week career exploration/summer employment program. The MGH/Timilty Partnership also will host the eighth annual SummerWorks Celebration and Recognition Luncheon Aug. 13, from 11:30 am to 1 pm in the Walcott Conference Rooms. To make a reservation for the luncheon, call (617) 724-3210 or send e-mail to *jemccarthy@partners.org* by Aug. 9.

MGH/Timilty mentors needed
The MGH/Timilty Partnership Science Connection Program will be recruiting Science Fair mentors and Science in the Classroom presenters Aug. 16, from 11:30 am to 1 pm in the Main Corridor. The Science Connection Program is funded by a grant from the Howard Hughes Medical Institute's Pre-college Science Education Program and the MGH Community Benefits Program. For more information about volunteer opportunities at the Timilty Middle School, call Susan Berglund at (617) 445-5712 or send e-mail to *sberglund@partners.org*.

Making a Difference grant deadline
The Making a Difference grant program, sponsored by the MGH and the Massachusetts General Physicians Organization, now is accepting proposals for 2005. The grant program was established to recognize and support the creativity and dedication of MGH employees to improving care and services for patients, families and visitors. The deadline for submissions is Aug. 15. For more information or to obtain an application, call (617) 726-1319.

Organizational course for school children
The MGH Department of Speech-Language Pathology will offer a course on how to become organized for school – four two-hour sessions for students grades 5 through 12. Session I will run Aug. 23 to 26, and Session II will run Aug. 30 to Sept. 2. The course will teach how to plan for and maintain a clear study space and keep an organized backpack, how to design and maintain a useful notebook system, how to break down big projects into manageable sections and how to create a plan to get homework done. A course designed for parents will be presented concurrently so that parents are empowered to support their children's new organizational systems. Students who have diagnoses of ADD/ADHD, executive function disorder, language-based learning disability, or nonverbal learning disability may benefit from this class. For more information, call April Hildebrand at (617) 724-0767.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

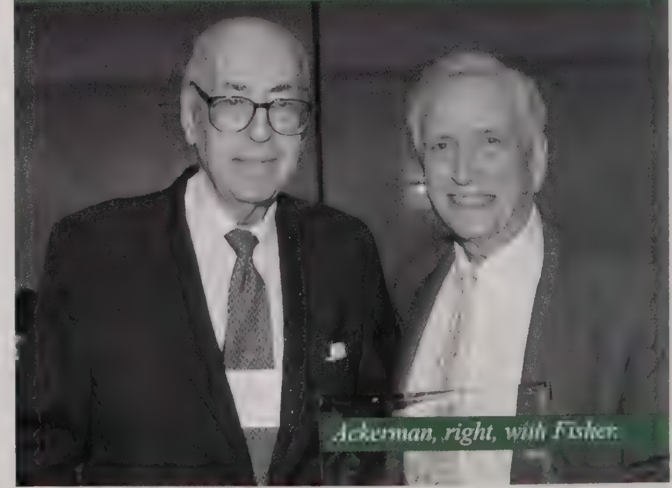
(617) 726-2206

MGH physician honored with award from mentor

Robert H. Ackerman, MD, MPH, of MGH Neurology and Neuroradiology, recently received the prestigious C. Miller Fisher, MD, Award from the American Stroke Association (ASA) at its annual awards luncheon. The ASA is a division of the American Heart Association.

Named after MGH physician C. Miller Fisher, MD, former head of the MGH Adult Neurology Service and one of the founders of modern stroke neurology, the award is the highest ASA honor presented and recognizes a member of the Greater Boston medical community for contributions to the stroke field. Fisher – a long-time mentor to Ackerman – presented the award.

"It is truly an honor to be recognized by the American Stroke Association. This organization has demonstrably improved public awareness of stroke and has galvanized major new community efforts in stroke prevention and rehabilitation," says Ackerman.



Ackerman, right, with Fisher.

August 13, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH Nursing receives historic donation

The MGH has cause for celebration. The Department of Nursing recently received a generous donation from Norman Knight – a local businessman, community leader and philanthropist – who graciously donated $1 million to help build a formal nursing center for learning and professional development.

The gift, the largest in the Department of Nursing's history, will support the conversion of Founders 3 into a state-of-the-art educational, training and renewal facility for MGH nurses and support staff. The new Knight Nursing Center for Clinical and Professional Development will feature a simulation lab, computer learning stations, high-tech clinical equipment, videoconference and telemedicine equipment, classrooms, conference rooms and a lounge. Office and meeting facilities for faculty and staff also are included in the plans.

This is not the first time the MGH has benefited from Knight's generosity. Last year, he helped establish the Norman Knight Preceptor of Distinction Award, which recognizes clinical staff nurses who consistently demonstrate excellence in educating, precepting, mentoring and coaching other nurses. In addition, this fall the Department of Nursing will launch the Knight Visiting Professor Program, which he has committed to funding for the next 10 years.

"The Knight Nursing Center will provide the space for the Department of Nursing to continue to advance its agenda of excellence in clinical care, education and training, and will facilitate national and international consultation to nursing colleagues concerning best practices," says Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse.

> "THE KNIGHT NURSING CENTER WILL PROVIDE THE SPACE FOR THE DEPARTMENT OF NURSING TO CONTINUE TO ADVANCE ITS AGENDA OF EXCELLENCE IN CLINICAL CARE, EDUCATION AND TRAINING."
>
> — JEANETTE IVES ERICKSON, RN, MS

And the reward goes to....

The results are in for the second quarter MGH Hand Hygiene Clean Sweepstakes, and eight patient care units have been rewarded for having the highest hand hygiene compliance before patient contact. Congratulations go to Bigelow 9, Phillips 20, White 8, Ellison 6, Ellison 17, Ellison 9, Ellison 7 and Bigelow 13.

The Clean Sweepstakes is sponsored by the STOP – Stop Transmission of Pathogens – task force and is a friendly competition among patient care units that results in patients being the real winners. The contest encourages all MGHers to use Cal Stat – a waterless hand disinfectant – before and after patient contact to help reduce the rates of hospital-acquired infections and improve patient care.

For more information about the Clean Sweepstakes, call Rosemary O'Malley at (617) 726-9663.

Staff on Ellison 17 demonstrate their winning technique.

Study finds near-term infants at risk for significant health problems

Babies born a few weeks premature, who have generally been considered as healthy as full-term infants, actually have a greater incidence of serious health problems, according to a study from MassGeneral Hospital for Children (MGHC). In their report in the August issue of *Pediatrics*, the research team describes finding that babies born at 35 or 36 weeks gestation were more likely to have jaundice, low blood sugar, difficulty maintaining body temperature and other problems.

"Conventional wisdom has been that babies who were near-term but still premature would do as well as full-term babies. But those of us who take care of these children know from experience that they may have more problems than full-term infants do," says Marvin Wang, MD, of the MGHC Neonatology Unit, who led the study, noting that the actual outcomes for such infants had not been previously studied.

The research team analyzed both medical and billing records for 95 full-term and 90 near-term infants, randomly chosen from those born at the MGH over a three-year period. The near-term infants had significantly greater incidence than did full-term infants of being diagnosed with a number of clinical problems and also were more likely to have multiple problems. In terms of health costs, the initial hospital stays of the near-term infants cost an average of $2,600 more than did those of full-term infants.

"There are many 35- or 36-week infants who do just as well as full-term babies, but our results indicate we should have a lower threshold of concern about the possibility that these children may be at risk for health problems," says Wang .

His coauthors are senior author Elizabeth Catlin, MD, and David Dorer, PhD, both of the MGH, and Michael Fleming of Partners. ●

MGH teams up with CVS to find an ALS cure

For the second consecutive year, the MGH has teamed up with CVS pharmacy and the Boston Red Sox to raise money for research into amyotrophic lateral sclerosis (ALS).

Representatives from CVS announced during the July 23 game between the Red Sox and the New York Yankees that it has raised $2 million to benefit the ALS Therapy Alliance's search for new treatments and a cure for ALS, more commonly known as Lou Gehrig's Disease. The funds were raised through a customer donation campaign held in all 4,200 CVS stores during the month of June. The ALS Therapy Alliance involves researchers from th MGH, BWH, Harvard Medical School and other Boston-area hospitals.

ALS includes degeneration of the motor neurons of the central nervous system. Although it does not affect intelligence or memory, ALS leads to progressive paralysis of the limbs, the diaphragm and the muscles needed for eating and speaking.

"All of us in the ALS Therapy Alliance are profoundly grateful to CVS for its ALS fundraising campaign, which is helping us establish an international consortium of researchers to study factors that trigger this devastating disease," says Robert H. Brown, Jr., MD, PhD, director of the MGH Day Neuromuscular Research Center and president of the ALS Therapy Alliance. "This is the largest single consortium of investigators working together in several countries to solve ALS. This state-of-the-art program would not have been possible without the vision and support of CVS and the generosity of it customers."

CVS/pharmacy
Date: July 23, 2004
Pay to the Order of: ALS Therapy Alliance
$2,000,000
Two Million Dollars
Research for Treatment and Cure for ALS
CVS/pharmacy

CVS presented a check to the ALS Therapy Alliance at a Red Sox game.

Participants at the ribbon-cutting ceremony

Helping hand: Treadwell Library reaches out to community

The MGH Treadwell Library hosted a ribbon-cutting ceremony July 29 for its Community Languages Project. With the help of a grant from the Massachusetts Board of Library Commissioners – in conjunction with MGH Interpreter Services and the MGH English for Speakers of Other Languages Program – the Treadwell Library purchased a collection of resources that meets the needs of both programs.

MGH interpreters will benefit by having access to multilingual dictionaries and anatomy resources to help with translating information for patients. Employees who are new to the United States will have access to books, video and audio tapes that will help them learn English and provide information on becoming U.S. citizens.

The project also enables the MGH Community Health Associates (CHA) to purchase and display easy-to-read English and Spanish pamphlets in several community health centers and high schools served by the CHA.

"The Community Languages Program supports the MGH's efforts to meet the wide-ranging multicultural needs of its patients and employees," says Elizabeth Schneider, director of the Treadwell Library. "We invite all MGH employees to use and borrow these resources. The Treadwell Library is here for everyone at the MGH to use."

Summer Fun program recognizes employees

Meg Clapp, director of the MGH Pharmacy, wanted to find a way to show her appreciation to her staff for the hard work they have been doing. She found that opportunity with the Summer Fun Employee Recognition program, which was developed by the MGH Strategic Planning Committee's Workforce Taskforce.

Through the hospital's strategic planning process, the taskforce allocated funding to help recognize MGH departments, employees and staff for the quality of their work and commitment to the hospital. Since the beginning of July, managers and department heads throughout the hospital have been given the opportunity to recognize individuals or teams within their unit or department by submitting information to the program. The program provides up to $1,000 in start-up money for recognition efforts that managers and department heads may choose to maintain in their own budgets in the future.

"So far, we've had a wonderful response to the program," says Marianne Ditomassi, RN, executive director for Patient Care Services and co-chair of the Workforce Taskforce. "This is a great opportunity for managers to acknowledge their employees for the incredible work they do every day."

To date, examples of requests include funding for movie tickets, pizza parties, bowling outings, picnics, ice cream socials, Duck Tours and Boston Harbor cruises. Clapp's group had a Hawaiian-themed party (*shown below*) with fruit smoothies from Coffee Central.

The Summer Fun program's funding must be used during fiscal year 2004 – which ends in September – so proposals still are being accepted until the funds are depleted.

To submit a proposal, managers should send an e-mail to Ditomassi at *mditomassi@partners.org* with the following information: the person or department nominating; the individual or department being recognized and why they should be acknowledged; how the individual or group should be recognized; and the projected cost up to $1,000. The program excludes bonuses, monetary gifts and gift certificates to external shops and services. ●

August 13, 2004

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MGH**HOTLINE**

WHAT'S HAPPENING

MGH/Timilty mentors needed

The MGH/Timilty Partnership Science Connection Program will be recruiting Science Fair mentors and Science in the Classroom presenters Aug. 16, from 11:30 am to 1 pm in the Main Corridor and Aug. 18, from 8:30 to 10 am at CNY, Building 149 lobby. The Science Connection Program is funded by a grant from the Howard Hughes Medical Institute's Pre-college Science Education Program and the MGH Community Benefits Program. For more information about volunteer opportunities at the Timilty Middle School, call Susan Berglund at (617) 724-3210 or send e-mail to *sberglund@partners.org*.

Symposium on cystic fibrosis

The MGH, MassGeneral Hospital for Children and the Cystic Fibrosis Foundation are sponsoring the first annual Boston Cystic Fibrosis Symposium Sept. 13, from 7:20 am to 5 pm at Boston's Harvard Club. David Altshuler, MD, PhD, and Fred Ausubel, PhD, both from the MGH, will speak. Registration is required, and the symposium is limited to 125 participants. To register, visit *www.mgh.harvard.edu/depts/medicine/cf_symposia/*.

Organizational course for school children

The MGH Department of Speech-Language Pathology will offer a course on how to become organized for school – four two-hour sessions for students grades 5 through 12. Session I will run Aug. 23 to 26, and Session II will run Aug. 30 to Sept. 2. The course will teach how to plan for and maintain a clear study space and keep an organized backpack, how to design and maintain a useful notebook system, how to break down big projects into manageable sections and how to create a plan to get homework done. A course designed for parents will be presented concurrently so that parents are empowered to support their children's new organizational systems. Students who will benefit from this group include those who misplace their homework or forget to turn it in, start a big project the night before it is due, forget to give parents important notices, have a difficult time estimating the time of a task or prioritizing events, are immobilized by the thought of a big project, and/or have difficulty organizing their room and school supplies. Students who have diagnoses of ADD/ADHD, executive function disorder, language-based learning disability or nonverbal learning disability also may benefit from this class. For more information, call April Hildebrand at (617) 724-0767.

Design and conduct of clinical trials course

The Education Unit of the Clinical Research Program in collaboration with the MGH Cancer Center will offer an intensive course "Design and Conduct of Clinical Trials" Mondays and Thursdays in September and October, from 5 to 6:15 pm in the Trustees Conference Room. The goal of the course is to guide investigators with a serious interest in clinical trials research through the theoretical and practical issues. Participants will be expected to present a trial design at the completion of the course. The course fee is $200 and includes the textbook *Fundamentals of Clinical Trials.* Registration is required, and enrollment is limited. To register, visit *http://crnet.mgh.harvard.edu/education/education.asp*. For more information, send e-mail to *crpedu@partners.org* or call (617) 726-1669.

Making a Difference grant deadline

The Making a Difference grant program, sponsored by the MGH and the Massachusetts General Physicians Organization, now is accepting proposals for 2005. The grant program was established to recognize and support the creativity and dedication of MGH employees to improving care and services for patients, families and visitors. The deadline for submissions is Aug. 15. For more information or to obtain an application, call (617) 726-1319.

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
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(617) 726-2206

In memoriam

Walter Swazdowich, a long-time friend and colleague to many at the MGH, died at the hospital July 26. Known affectionately as "Walter the newspaper man," Swazdowich sold newspapers for more than seven years to patients and employees. Many MGHers remember him as a kind and gentle man and for his unwavering dedication to the MGH community and to patients. He often said, "It brings me so much happiness to see the smiles on the faces of the patients when I come to their door with the newspaper."

A memorial service will be held in the MGH Chapel Aug. 13 at 2 pm. All are welcome. In lieu of flowers, contributions may be made to the Walter Fund, c/o Harvard Credit Union, account #93737.

August 20, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

More than flu shots: MGH Occupational Health Services on the move

They probably are most well known throughout the hospital for the flu shots they give to thousands of employees each fall, but the staff of MGH Occupational Health Services (OHS), *at right,* provides a wide range of services for the entire MGH employee and volunteer community. And while they are moving to a new location at 100 Charles River Plaza, fourth floor, OHS staff are committed to continuing those services that keep MGHers healthy and safe in their work environments.

OHS focuses on preventing health consequences of the work environment and job duties and providing timely care for conditions that are a result of exposure, injury or illness that may occur on the job. Most of the OHS staff members are certified in occupational health nursing or medicine.

For example, if an employee sustains a needlestick injury and is exposed

(Continued on Page 3)

Paperless payday pays off for MGH Radiology

While many employees look forward to getting their paychecks on payday, MGH Radiology staff look forward to accessing their paychecks online. With almost 1,000 employees, MGH Radiology is the largest department to go paperless with paychecks. The department was a pilot site this spring to test whether the option of not printing direct deposit advices – the notices that employees who have direct deposit receive –would work effectively for a large department with a wide range of employee role groups located in different areas of the hospital and off campus.

"Everything went very smoothly," says Martha Munhall, of MGH Human Resources, who coordinated the pilot. "The advices really are just a piece of paper. They aren't official documents, so employees are able to get all of the information online with PeopleSoft."

All employees can access the exact pay and benefit information listed on the pay stubs in their PeopleSoft Employee Self Service (ESS) account from any Partners or home computer on Wednesday afternoons, earlier than Thursday's pay advice distribution. And if employees need payroll information for official personal business, the Payroll Department can provide documentation.

"Some of the Radiology employees have access to computers and some don't," says Bonnie Pray, MGH Human Resources supervisor. "So staff was informed about public terminals in the Employee Access Center on Clinics 117, and the department has additional locations for those employees to access computer terminals."

Robin Gubbins, a radiographer for Outpatient Radiology on WACC 2 and 5, says that she has adjusted to not getting the physical paycheck. "You can easily access the information online, print it out or go back and look at past paychecks," she says.

Denise Palumbo, RN, administrative director for Radiology, adds: "The transition to paperless paychecks is a success in leveraging technology to streamline even the most basic processes such as distributing pay advices."

For David Hiett, RN, of Radiology, going paperless was a significant benefit since he lives in New Hampshire and doesn't always work a shift on payday. "Checking my paycheck online makes it so easy now," he says. "All I have to do is log onto the website from home."

For more information, managers should contact their department Human Resources generalist. Employees who want to go paperless can visit *http://ibridge.partners.org/getaccess.*

Palumbo, center, with Leila Saliba, left, and Alicia Gaistardo, of the Employee Access Center.

Showcasing the MGH's commitment to Boston youth

The MGH Community Benefits SummerWorks program held its annual end-of-summer celebration Aug. 13, recognizing graduates, students and their supervisors for their participation.

The SummerWorks Program is a career exploration and summer employment initiative that offers graduating Timilty Middle School students paid part-time internships at the MGH. This year, 15 students worked in departments such as Police and Security, Information Systems and Human Resources. Three students were hired in labs as a continuation of the science enhancement program, MGH Science Connection, which is funded by the Howard Hughes Medical Institute and now is in its 11th year.

"It is so nice to take a moment to highlight the accomplishments of teens who participate in programs like the MGH SummerWorks program and their contributions to the community," says Dan Correia, program coordinator.

The MGH ProTech program held its graduation ceremony Aug. 11. ProTech is a two-year program for juniors and seniors enrolled in the Academy of Health and Human Services at East Boston High School. This integrated program combines classroom instruction, work-site rotations and employment-readiness workshops with a 20-month paid internship to introduce ProTech interns to the diverse range of career opportunities in health care. The ProTech program is now in its 13th year at the MGH. A total of 159 students from the Boston Public Schools System have successfully completed the program.

Peter L. Slavin, MD, president of the MGH, addressed the graduates, thanking the MGH staff who serve as supervisors, presenters, trainers, committee members and mentors. "This work is not possible without you," said Slavin.

The keynote speaker, Robert Lewis, Jr., a graduate of East Boston High School and president and executive director of the National Conference for Community and Justice (NCCJ) for the Greater Boston region, encouraged the students to take advantage of every opportunity presented to them, including working at the MGH.

All nine ProTech graduates have been accepted to college with four entering nursing programs. Six have secured permanent part-time positions at the MGH to help finance their college education, and three were recipients of MGH ProTech scholarships.

With the 2004 Summer Jobs for Youth campaign, the MGH pledged to hire 25 additional students. The MGH Community Benefits School Partnership staff worked with the City of Boston and the Boston Private Industry Council to achieve this goal.

"We are thankful that the MGH leadership recognizes the importance of and supports youth employment initiatives," says Candace Burns, director of the MGH School Partnership Programs. "These young people represent our future workforce, and this is yet another way we can assist in preparing them for work and life."

Preliminary figures estimate that the MGH hired 135 Boston youth this summer making the hospital the private employer with the second highest number of hires this summer.

For more information about these programs, call MGH Community Benefits at (617) 724-6424. ●

Participants in the SummerWorks program (top and middle)

Slavin, far left, with this year's ProTech graduates.

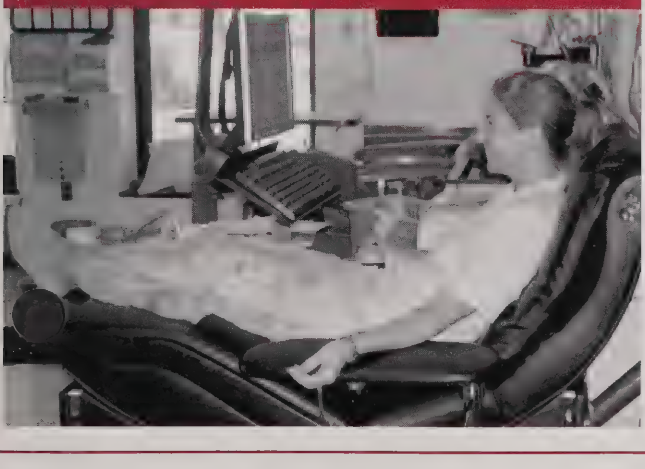
Giving platelets doesn't mean giving up time

While the MGH Blood Donor Center staff encourages MGH employees to donate much-needed platelets, they recognize that busy schedules often leave little time for the two to two-and-a-half-hour donation process. To help ease the time crunch, the Blood Donor Center's E-chair – a comfortable reclining leather chair with a connected laptop computer – now is equipped with access to the Partners system. Employees can log on to the laptop as if they were at their desk, accessing Outlook and other programs specific to their work. The E-chair also offers options of watching TV or a DVD, connecting to the Internet, playing computer games or listening to music.

"I make it a point to donate no matter what, but with a busy schedule, being able to catch up on e-mails or do other work while I donate is the best of two worlds," says Karen Kuhn Ballen, MD, of the MGH Bone Marrow Transplant and Leukemia Program. "I don't lose time working, and I still get to help our patients."

To encourage MGH employees to keep donating platelets and blood, the fourth annual MGH vs. BWH Employee Blood Donor Challenge begins Aug. 23 and runs through Sept. 10. The challenge will be a friendly competition between the "Boston Red Cells" team – which includes the MGH and MGH health centers, Massachusetts Eye and Ear Infirmary, Shriners Burns Hospital and Spaulding Rehabilitation Hospital – and the "Green Monsters" team – which includes BWH, Partners employees and other Partners-affiliated hospitals. For more information, visit *www.mgh.harvard.edu/blooddonorcenter*.

To schedule an appointment to donate platelets or blood, call (617) 726-8177.



A cause with heart

MGH
2004
Boston Heart
WALK

MGHers are ready to lace up their sneakers for a cause with heart. For several years the MGH has participated in the annual American Heart Association's (AHA) Boston Heart Walk, but this year the walk is the hospital's second official charity in addition to the United Way.

Peter L. Slavin, MD, *at right,* president of the MGH, will be the medical chair of the walk and has set the fundraising bar a little higher – with a goal of $100,000. Last year, the MGH helped raise $40,000 for the AHA.

The Heart Walk will take place Sept. 18 at Lederman field across Storrow Drive. After a complementary breakfast, walkers will have the choice of three different routes: one, three or six miles. For more information, contact Julie Brenman at (617) 726-8295 or Susan Towler at (617) 726-4939. ●

— MGH Occupational Health Services

(Continued from Page 1)

to blood or body fluids, OHS staff evaluates the risk factors of the exposure, determines the overall risk, counsels the employee and makes recommendations when appropriate for preventative medication.

OHS staff also would evaluate and treat an employee who experiences back pain after lifting a box at work. The care provided would extend from initial evaluation through the employee's eventual return to work. This care would involve workers' compensation case management and coordination, transitional duties and development of a treatment plan.

OHS often is one of the first places visited by new employees for the required preplacement screening. Existing employees frequently visit OHS for a clearance to work if they have had an infectious illness or have been out of work because of an illness or injury for five or more consecutive work days. OHS staff members also provide more than 30,000 immunizations and 6,000 tuberculosis skin tests each year.

OHS works collaboratively with various experts and departments throughout the hospital community to ensure a quality health and safety program for employees. This includes the Infection Control Unit, Safety Office, Emergency Department, Pulmonary and the Infectious Diseases Division.

"Although our location has changed, our staff will continue to provide the best services possible for our employees," says Susan Loomis, NP, director of the OHS. "We have added an on-call service during the hours we are open, Monday through Friday, from 7 am to 5 pm, for employees who have sustained an exposure to blood or body fluids or an injury. We want to assure employees that their occupational health care is accessible and they are in good hands."

OHS will be moving Aug. 23 from its current location on Clinics 3 to 100 Charles River Plaza, fourth floor. For more information, call (617) 726-2217. ●

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WHAT'S HAPPENING

Senior HealthWISE

MGH Senior HealthWISE will hold glaucoma screenings Aug. 23, from 4 to 5 pm in the Walcott Conference Rooms. Laura Fine, MD, and the Ophthalmic Consultants of Boston will provide glaucoma information, vision screenings and eye pressure checks. The screenings are for seniors 60 years and older, and are free of charge. For more information, call (617) 724-6756.

Symposium on cystic fibrosis

The MGH, MassGeneral Hospital for Children and the Cystic Fibrosis Foundation are sponsoring the first annual Boston Cystic Fibrosis Symposium Sept. 13, from 7:20 am to 5 pm at Boston's Harvard Club. David Altshuler, MD, PhD, and Fred Ausubel, PhD, both from the MGH, will be speakers. Registration is required, and the symposium is limited to 125 participants. To register, visit *www.mgh.harvard.edu/depts/medicine/cf_symposia/*.

New Materials Management service

Materials Management will have a grand opening for its new Customer Service Department Aug. 30 in the Gray Basement Mailroom reception area, room 030. The Customer Service Department was created to centralize all additional requests for services currently provided by Materials Management – linens, supply support, receiving and distribution, mail services and equipment. To make a request or for more information, call (617) 726-9144.

MGH Employee Assistance Program to move

The MGH Employee Assistance Program (EAP) will be moving Sept. 15 to 175 Cambridge St., third floor – the new building at Charles River Plaza. The EAP is a consultation, short-term counseling, information and referral program for employees and their families. The EAP offers assistance with all types of personal, family or work-related problems. For more information, call (617) 726-6976.

Stoeckle Center seminar

The John D. Stoeckle Center for Primary Care Innovation will host a seminar "Winners and Losers Redux: What are the Legal Issues in Evidence-Based Medicine?" Sept. 24, from 7:30 to 9 am in the Walcott Conference Rooms. Guest speakers include Michael J. Barry, MD, medical director of the Stoeckle Center and chief of the MGH General Medicine Unit, and Benjamin W. Moulton, MPH, executive director of the American Society of Law, Medicine and Ethics. CME credits will be available. Videoconferencing and breakfast are available at off-site practices. For more information, send e-mail to Pat Gavin at *mgavin@partners.org.*

Design and conduct of clinical trials course

The Education Unit of the Clinical Research Program in collaboration with the MGH Cancer Center will offer an intensive course "Design and Conduct of Clinical Trials" Mondays and Thursdays in September and October, from 5 to 6:15 pm in the Trustees Conference Room. The goal of the course is to guide clinical investigators with a serious interest in clinical trials research through the theoretical and practical issues. Participants will be expected to present a trial design at the completion of the course. The course fee is $200 and includes the textbook *Fundamentals of Clinical Trials.* Registration is required, and enrollment is limited. Visit *http://crnet.mgh.harvard.edu/education/education.asp* to register. For more information, e-mail *scrpedu@partners.org* or call (617) 726-1669.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Telemedicine fall conference

Partners Telemedicine will hold a one-day conference that will help health care providers and administrators connect with stakeholders from health care finance, the telecommunications and information technology industries, legal firms, public health and the media. "Optimizing Care Through Communication Technologies: Fulfilling the Promise of E-Medicine, Telehealth, Telemedicine and E-Health" will be held Sept. 27, from 7 am to 4:15 pm at the new conference center at Harvard Medical School on Avenue Louis Pasteur.

MGH and Partners employees are invited to register before Sept. 10 and take advantage of the employee "early bird" registration rate of $225 or $150 for fellows and students. Continental breakfast and a buffet lunch are included in the fee.

Samuel O. Thier, MD, former president and CEO of Partners, and Joseph Kvedar, MD, director of Partners Telemedicine, will be two of more than 20 speakers and panelists.

Registration is limited. To register online or for more information, visit *http://telemedicine.partners.org*, call (617) 724-5001, voicemail box 1331064 or send e-mail to *sgedal@partners.org*.

September 3, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

United Way coming this way

The 2004 MGH United Way campaign will officially begin Oct. 18, with the distribution of pledge cards and a kick-off party for all MGHers. Last year, the MGH raised approximately $250,000 for the United Way to help benefit the many services and programs funded by the organization.

Beginning this fall, MGHers will see posters, fliers, information tables and a dedicated web site designed to increase awareness about the campaign.

An important aspect of the United Way campaign is that a percentage of the money raised beyond the projected goal goes directly back to the hospital in the form of a donation to the MGH Social Services Department. Money from this donation helps to provide essential services to MGH patients and their families.

Look for more information about this year's United Way campaign in upcoming issues of *Hotline*. ●

UNITED WAY
OF MASSACHUSETTS BAY

Opening soon: The new Yawkey Center for Outpatient Care

On July 12, 2002, a large steel beam was eased gently into place, marking the beginning of construction of the structural frame for the MGH's new Yawkey Center for Outpatient Care. Now, 5,358 tons of steel, 92,948 tons of concrete, and a little more than two years later, the Yawkey Center soon will open for business, and an air of excitement can be felt throughout the entire MGH community.

Many MGH staff and visitors have been impressed to see all the planning and preparation of so many come to fruition. More than 360 construction workers – equaling about 2,865 hours of labor per week – are making their final push to complete the lobby and floors up to level six. The escalator and main stairs are in place, and terrazzo flooring has been laid in the lobby. Some furnishings and exam tables are in place, with more expected over the next couple of weeks. The arrival of computers and equipment has begun, and installation of imaging equipment is underway. Final regulatory approvals are necessary from several agencies such as the Boston Fire Department and the Department of Public Health.

The Yawkey Center is on schedule for the first phase of moves Oct. 12, along with the reopening of the garage. The first phase of the move will begin Oct. 8 and continue over that weekend. This phase will focus on floors two through six, and will include the relocation of several departments: MGH Orthopædics, Rheumatology, MGH Vincent Obstetrics and

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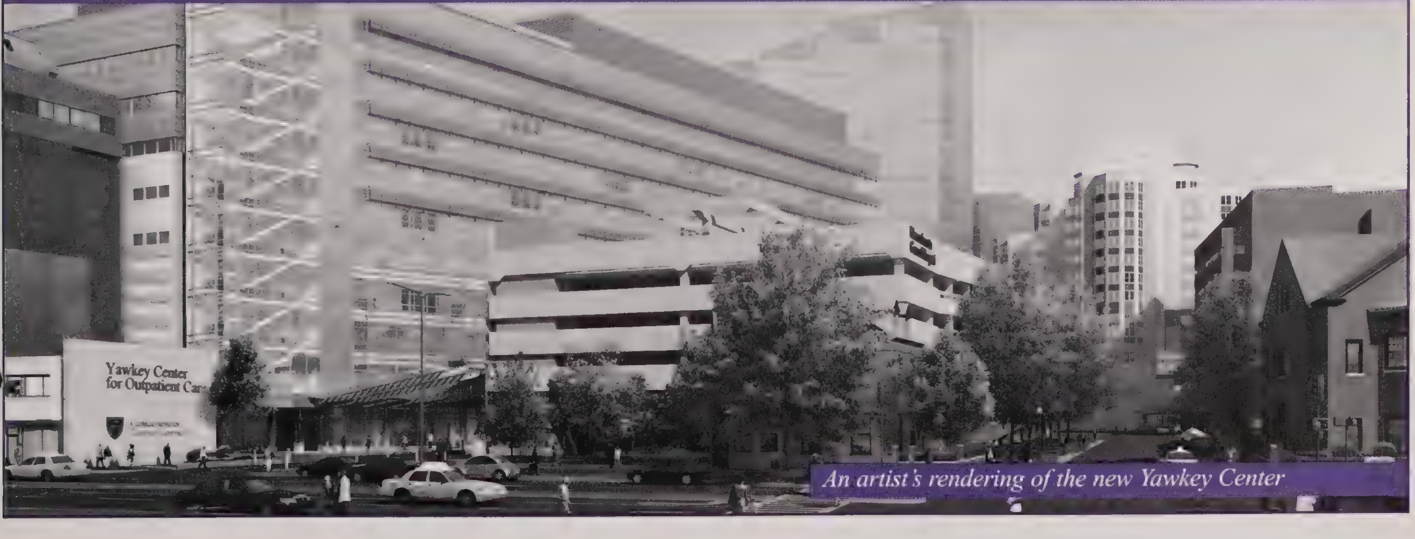

An artist's rendering of the new Yawkey Center

ADVANCES

Radiation after lumpectomy may be unnecessary for some older women

Older women treated with the drug tamoxifen after lumpectomy to remove early-stage breast cancer may safely be able to avoid radiation therapy and its unpleasant side effects. An MGH-led study in the Sept. 2 issue of *The New England Journal of Medicine* reports that adding radiation to post-surgical tamoxifen treatment of women age 70 or older has minimal impact on the risk of local tumor recurrence and does not improve survival. "If a patient does not need to have radiation therapy, her quality of life can improve significantly," says Kevin Hughes, MD, of the MGH Cancer Center, who led the study.

Most older breast cancer patients have tumors that can be treated with tamoxifen, which blocks the interaction between estrogen and its receptor protein. Radiation therapy reduces the recurrence of tumors, but breast cancer is less likely to recur in older women. Therefore the researchers investigated whether such patients might do well if they receive tamoxifen alone after surgery.

The five-year study followed 600 women, age 70 or older, with the type of breast cancer treated with tamoxifen. After their tumors were removed by lumpectomy, half the participants received the drug alone and the others received tamoxifen and radiation. Both groups had very low rates of recurrence, with a slightly higher risk in the tamoxifen-only group, but there were no significant differences in terms of distant metastasis, the need for eventual mastectomy or in overall survival. In addition, those receiving radiation had significantly more side effects.

"Each woman and her physician should choose a treatment plan by weighing the slightly increased local recurrence risk against the virtually certain costs of radiation – the patient's time, adverse effects and financial costs," says Hughes.

Barbara Smith, MD, PhD, program director for breast cancer at the Gillette Center for Women's Cancers at the MGH, is a co-author of the study.

– The new Yawkey Center for Outpatient Care

(Continued from Page 1)

Gynecology, Women's Health, Cardiology, Pediatrics, Child Psychiatry and Radiology. The second and final phase of the move is scheduled for the weekend of Dec. 3, which will relocate the MGH Cancer Center and the MGH In Vitro Fertilization Unit to floors seven through 10.

The Yawkey Center was made possible by a generous $25 million gift – the largest in the MGH's history – from the Yawkey Foundation. Jean R. Yawkey – who with her husband, Tom, was a longtime owner of the Red Sox – received her medical care at the MGH and was a strong supporter of the hospital and its mission. Following her death in 1992, the trustees of the Yawkey Foundation have continued her tradition of charitable giving to the MGH.

For more information about the Yawkey Center, visit the website at *www.massgeneral.org/yawkey*. ●

Casting a vote has never been so easy

There are no protesters, tight security measures or politicians making grand speeches at large convention halls. Only smiling employees, generous donors and grateful patients can be found at the fourth annual MGH vs. BWH Blood Donor Challenge, being held from Aug. 23 to Sept. 10. In tribute to the 2004 presidential election, this year's challenge has a political theme with "Cast your Vote" as the slogan.

The challenge is a friendly competition among the MGH, BWH and hospital affiliates. Donors receive a 2004 challenge t-shirt and can participate in fun activities for the three-week challenge – such as a make-your-own ice cream sundae bar, a pancake breakfast, pizza parties, professional massages and chances to win one-night stays at the Boston Common Ritz Carlton, the Tremont Hotel, the Marriott Long Wharf or the Charles Hotel.

As *Hotline* goes to print, polls indicate that the MGH is leading. "The challenge is great this year. So far, we've had more than 40 new first-time employee donors who have helped us get closer to our goal," says Kim Cronin, donor services manager for the MGH Blood Donor Center. "The real winners of the challenge are our patients who benefit by receiving life-saving blood."

For more information, visit *www.mgh.harvard.edu/blooddonorcenter*. To schedule an appointment to donate, call (617) 726-8177. ●

MGHer Linda Ardisson of Clinical Pathology donates platelets with the help of Dennis Feeney, RN, of the MGH Blood Donor Center.

A day of fun in the sun

The MGH Pediatric Oncology Family Advisory Committee and the Pediatric Hematology Oncology Unit at MassGeneral Cancer Care for Children hosted "Fun in the Sun," held Aug. 8 for children who currently are in treatment for cancer and their families. The event, held at the Clubs at Charles River Park, allowed families to enjoy an afternoon barbeque, make their own ice cream sundaes, swim and play games.

"This event was a wonderful opportunity for families going through similar experiences to connect with each other in a relaxed, fun setting," said Elyse Levin-Russman, MSW, LICSW, of MGH Social Services. ●

A family enjoys a cool treat during their Fun in the Sun day.

New interim leadership for MGH Molecular Biology

Bob Kingston, PhD, has a new role at the MGH – he has assumed the position of acting chief of the Department of the Molecular Biology as of Aug. 1.

Kingston has been a member of Molecular Biology since 1985. He received his PhD from the University of Southern California, Berkeley and completed his post-doctoral work at the Massachusetts Institute of Technology.

He succeeds former chief Howard Goodman, PhD, who retired in July after leading the Department of Molecular Biology since 1981. During two decades of leadership, Goodman helped build and shape the department into a widely respected basic research, teaching and training facility.

Second Taveras fellow named

James Thrall, MD, chief of MGH Radiology, and Jack Wittenberg, MD, director of Graduate Radiologic Education at the MGH, along with the rest of the MGH Radiology Department, welcomed Cesar Fabricio Gonzalez, MD, as the second Taveras Visiting Fellow.

The J.M. Taveras Fellowship program was established two years ago in honor of the late Juan M. Taveras, MD, former chairman of MGH Radiology. Taveras established the Centro de Diagnostico Medicina Avanzada y Telemedicina (CEDIMAT), a state-of-the-art radiological facility in Santo Domingo, Dominican Republic, upon his retirement from the MGH. The fellowship was established in tribute to his hope of advancing health care in the Dominican Republic by developing world-class radiological care, regardless of patients' socioeconomic status.

"This is certainly one of the most exciting accomplishments I have ever had," says Gonzalez. "I will accept this opportunity with great dedication and responsibility. I can hardly wait to start my fellowship." Gonzalez graduated magna cum laude from the Pedro Henriquez National University School of Medicine. After a year-long internship in internal medicine at St. Barnabas Hospital in New York, Gonzalez returned to Santo Domingo for a three-year radiology residency.

Rosa Maria Alvarez, MD, the first Taveras Visiting Fellow, now has returned to Santo Domingo where she will assume a staff position at CEDIMAT specializing in musculoskeletal radiology. While at the MGH, Alvarez collaborated with Wittenberg to establish a new Teleradiology Distance Education Program with CEDIMAT. Using a specifically modified RSNA Medical Imaging Resource Center program, teaching cases are exchanged internationally between the MGH and CEDIMAT. The website for this program is at *http://www.mghedurad.org.*

From left, Thrall, Gonzalez, Alvarez and Wittenberg.

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WHAT'S HAPPENING

MGH neurosurgery symposium

The MGH is sponsoring the fourth annual Carolyn Frye-Halloran Symposium Sept. 9 and 10. The symposium will focus on primary central nervous system lymphoma, a rare form of lymphoma of the brain and spinal cord. For more information or to register, call Mary Piggott at (617) 726-8583 or send e-mail to *mpiggott@partners.org*.

Nominations for PCS award

Nominations now are being accepted for the Anthony Kirvilaitis Jr. Partnership in Caring Award. The award recognizes Patient Care Services (PCS) staff in nonclinical roles who exemplify the values of reliability, responsiveness, creativity and flexibility. Any MGH nonclinician who is part of the PCS staff – operations associates, unit service associates, operating room assistants, unit assistants, patient care service coordinators, emergency department admitting assistants, patient care information associates and information associates – can be nominated. Nomination forms are located on each patient care unit, at the Gray information desk, in the Emergency Department, on Bigelow 10, in the Operating Room Nursing Office and at the Gray and White information desks. All nominations must be received by Sept. 10. For more information, contact Nancy DeCoste at (617) 724-7841 or Carolyn Washington at (617) 724-8610.

Nursing Career Expo

Patient Care Services Human Resources will host a Nursing Career Expo Sept. 19, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about staff nurse, clinical nurse specialist, nurse manager and surgical technologist opportunities at the MGH. For more information, call Sarah Welch at (617) 726-5593 or send e-mail to *shwelch@partners.org*.

HIV/AIDS women's clinic opens

A new HIV/AIDS women's clinic at the MGH will open Sept. 13 on Founders 8. The clinic will focus on the specific needs of women living with HIV and AIDS and will offer walk-in services for gynecology exams and treatment, STD treatment and referrals, medication education and adherence motivation, comprehensive HIV care and bilingual providers. The clinic also will offer psychosocial services in benefits counseling, case management, group counseling, substance abuse treatment, crisis intervention and on-site child care. Walk-in hours are Mondays, from 1 to 6 pm. For more information, call (617) 724-8597.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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(617) 726-2206

Medical terminology courses

MGH Human Resources will offer Medical Terminology I and II, both starting Sept. 27 at 100 Charles River Plaza, second floor. The cost is $70 for course I, and $50 for course II. To register by Sept. 17, visit PeopleSoft at *http://ibridge.partners.org/getaccess*. For more information, call (617) 726-2230.

Fall 2004 computer training

Partners Information Systems Training now has released the Fall Computer Workshop training schedule for Microsoft Office 2000 applications. All classes will be held at the MGH Training and Workforce Development office, located at 100 Charles River Plaza. For more information, visit *http://is.partners.org/training* or call (617) 724-1240.

Smoking cessation programs

The MGH Quit Smoking Service will offer evening and afternoon group smoking cessation programs starting in September. The evening program will start Sept. 8 at 5:30 pm, and the afternoon program will start Sept. 16 at 3 pm. The program includes information about preparing to quit, coping with stress without cigarettes, preventing weight gain and tips for not smoking again. For more information, call Michele Burgener at (617) 726-7443.

Spanish for Health Care

Registration for fall classes has begun for Spanish for Health Care. Five levels of classes are offered, including a beginning class for those who have never studied Spanish, as well as more advanced levels. Classes will start the week of Sept. 13, and the cost is $75 for 14 weeks. Payment by check or money order only must be made at the time of registration. Register in person at MGH Training, 100 Charles River Plaza, second floor, from 8 am to 5 pm. Classes are one evening per week. For information, call (617) 726-2230, send e-mail to *MGHtraining@partners.org* or call Natalia Cepeda at HablEspana, (617) 426-4868, ext. 201.

MGH photo contest

The MGH Photography Department has announced the start of the seventh annual MGH photo contest. This competition is open to all MGH and Partners employees. Individuals are allowed to enter up to two photographs no larger than 8" x 10." Photographs should be submitted without matting, mounting or framing. All entries should be submitted with a completed entry form and received by Oct. 6. All submissions will be displayed, and winners will be announced Oct. 14.

AHA Heart Walk

The MGH will be participating in this year's American Heart Association's Boston Heart Walk, Sept. 18, starting at 10 am at Lederman field across Storrow Drive from the hospital. After a complimentary breakfast, walkers will have the choice of three different routes: one, three or six miles. For more information, contact Julie Brenman at (617) 726-8295 or Susan Towler at (617) 726-4939.

September 10, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers support heart research by walking the walk

Heart disease is the leading cause of death for Americans – often times the only warning sign is an actual heart attack. Fortunately, a great deal of cardiovascular research is investigating the causes and prevention of heart disease. Much of this research takes place at the MGH with support from the American Heart Association (AHA).

As a beneficiary of grants and awards from the AHA, the MGH often participates in the organization's fundraising activities – particularly the Boston Heart Walk. This year, the hospital has selected the Heart Walk as the hospital's second official charity.

MGH research efforts receive more than $3 million each year from the AHA with grants awarded to support a broad range of research in the Cardiology Division, as well as such departments as Neurology, Radiology and Dermatology. The studies range from basic science to clinical research to the development of actual treatments and procedures that may benefit MGH patients.

In the Cardiology Division, one particular area of research that has benefited from AHA funding has identified a genetic basis for mitral valve prolapse, a condition in which the flaps of the mitral valve do not close

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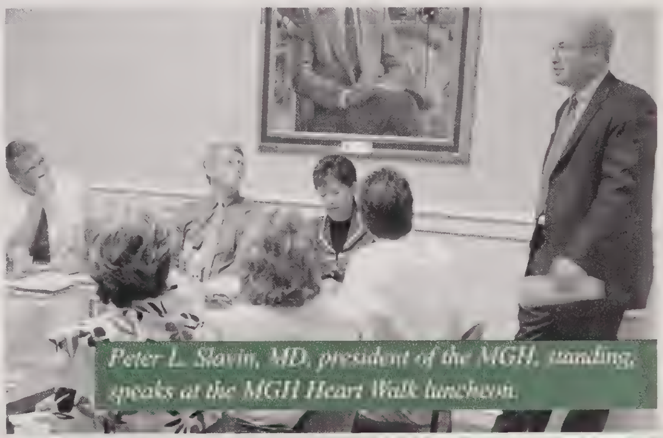


Peter L. Slavin, MD, president of the MGH, standing, speaks at the MGH Heart Walk luncheon.

Something old, something new: Yawkey Center update

On Oct. 12, the first phase of moving for the Yawkey Center for Outpatient Care will begin, welcoming employees and patients to the new center. With anticipation and excitement at the hospital and the Yawkey Center, hundreds of employees are working diligently to ensure that the transition will go as smoothly as possible. Below are a few guidelines for what will change and what will stay the same at the new center.

Staying the same

- The address for the Yawkey Center will remain the same as the hospital: 55 Fruit Street, Boston, MA, 02114.
- Most practice phone numbers, fax numbers and e-mail addresses will remain the same.
- Security for the Yawkey Center will remain the same as on campus. There will be 24-hour security for all entrances and exits. ID badge access also will remain the same.
- There will be daily mail pick-up and drop-off.
- All emergency numbers will remain the same: Police and Security (6-2121); Code Blue (Cardiac Arrest) and Code Red (Fire) (6-3333); Infection Control (6-2036); Employee Assistance Program (6-6976); Occupational Health (6-2217).

Changes to expect

- Hours of operation for Yawkey Center practices generally will be Monday through Friday, from 8 am to 6 pm. Some practices also will have extended and/or weekend hours as needed.
- To ensure that exam room space is used efficiently to optimize workflow and to minimize peaks in ancillary services, practices will maintain level scheduling.
- Practices will be sharing common space, such as staff lounges, locker rooms and a medical records room.
- Supplies will be stocked centrally by Materials Management staff. Supply Support and Linen Services have a new phone number – (617) 643-1140.
- There will be conference rooms located at the Yawkey Center that will be available for the MGH community.

(Continued on Page 2)

Yawkey Center

–Yawkey Center update

(Continued from Page 1)

- A new patient tracking system will be piloted in Yawkey practices to help improve staff communication, increase accessibility of information throughout patient visits, and provide employees with data for workflow analysis.

MGHers can expect updates in upcoming issues of *Hotline*. Employees are encouraged to speak to their managers with specific questions about the Yawkey Center.

For more information about the Yawkey Center or to ask a question online, visit *www.massgeneral.org/yawkey*. ●

Below is a list of phone extensions that will remain the same for employees at the Yawkey Center.

Department	Responsibility	Extension
Catering Services	Catering for meetings and events	6-2528
Environmental Services	Cleaning	6-2445
Police and Security	Valet, garage, ambulance, chair cars, etc.	6-2121
Buildings and Grounds	Maintenance and repairs	6-2422
IS Help Desk	Computer assistance	6-5085
Biomedical Engineering	Medical equipment	4-1333
Medical Interpreter Services	Language interpretation for patients	6-6966
Patient Financial Services	Free care issues	6-2191
Patient Transport	Transferring patients	6-2255
Human Resources	PeopleSoft, payroll, etc.	6-6338

RSERT: Responding to radiation emergencies

Since Sept. 11, many MGHers have become more aware of the hospital's efforts to enhance various disaster response programs. One of the most well known components of the response efforts is the Hazmat Decontamination Team. What many MGHers might not know is that the hospital also has a specialized team responsible for handling radiation-specific emergencies – the Radiation Safety Emergency Response Team (RSERT).

RSERT – which was created more than two years ago by order of the U.S. Nuclear Regulatory Commission and Commonwealth Radiation Control Program – is designed to operate with minimal staffing with most of the team working primarily within the Emergency Department.

"We designed a plan that would allow for a quick response to a variety of radiation scenarios," says Tara Medich, assistant director of the MGH Radiation Safety Office and one of the founding members of RSERT. "This plan also needs to provide a high level of care to our patients while protecting the hospital and its staff from the hazards of radiation."

According to the MGH Radiation Safety Office, radiation differs in many ways from chemical and biologic hazards. Radiation exposure and/or contamination is considered to be a medical problem, which means that it is assigned a treatment priority when patients are triaged during an incident. Often radiation decontamination is not the first priority in a radiation incident. For chemically exposed patients, the priority is chemical decontamination. Chemically contaminated patients are decontaminated outside the ho in specially designed tents. For patients contaminated with radioactive materials, only the initial triage is conducted outside the hospital. Patients are then moved into the hospital to receive emergency treatment and/or undergo decontamination. The radiation decontamination itself is a deliberate and methodical process. The specific technique used depends on the medical condition of each patient.

RSERT is comprised of 40 members, one third from the Radiation Safety Office and the rest from research laboratories throughout the hospital.

"All staff are trained in each of seven team positions including leadership roles. In most cases, the first to arrive on the scene become team leaders and remain in this role for the duration of the operation," says Jayne Kassel, lab manager in the Molecular Neurogenetics Unit and a member of RSERT.

"While RSERT does differ from the Hazmat team, both teams share a common goal," says Rex Woodleigh, director of the MGH Radiation Safety Office. "Both are devoted to exter the hospital's mission of providing quality care, even in disaster situations." ●

Members of RSERT practice their disaster response plan during a drill.

MGH Employee Assistance Program makes a move

The Employee Assistance Program (EAP) will be moving Sept. 15 to a new location at 175 Cambridge St., Charles River Plaza, suite 320, from their current location at the Vincent Burnham Kennedy Building. The new location is only steps away from the main campus and will allow the EAP to continue to provide its vital, responsive and high-quality services to all employees.

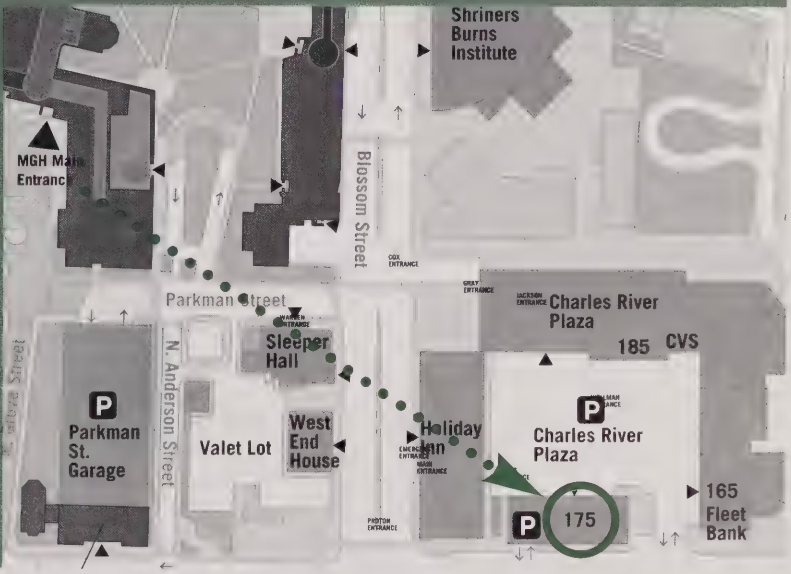
Thousands of MGH employees and their families have benefited from EAP services over the years. The EAP is a prevention and early intervention resource, offering confidential consultation, short-term counseling, information and referrals for employees and their families. As a part of the MGH's benefits program, EAP services are offered at no cost.

The EAP offers assistance for all types of personal, family or work-related problems, such as helping to balance work and family life; coping with parenting or marital concerns; addressing work or relationship issues; developing plans of support for domestic violence situations; handling financial or legal difficulties; managing emotional distress, illness or loss; and determining whether referrals are needed for mental health or substance abuse concerns. If ongoing or specialized help is needed, EAP counselors identify appropriate and qualified providers and resources specific to the employee's need.

A variety of educational programs are offered by the EAP to assist employees and supervisors with preventing or addressing problems in the workplace. This fall the EAP is introducing several new information and support programs for employees. All of the EAP consultants are licensed professionals with special training in a variety of mental health disciplines and expertise in issues specific to the workplace.

"Our mission is to promote a healthy work environment for all MGH employees by helping them with any stressful life situations or needed resources," says Andrea Stidsen, LICSW, CEAP, director of the Partners EAP. "We are committed to continuing the same level of services at our new location. During our move, we will be available for emergencies, and appointments can be made in our other locations. Also, we will continue to offer some limited appointment availability on the MGH main campus after our move."

For more information about the EAP, visit *www.eap.partners.org* or call (617) 726-6976; or toll-free at 1-866-724-4EAP, Monday through Friday, between 8 am and 5 pm.



– MGHers support heart research

(Continued from Page 1)

properly, disrupting blood flow through the heart. "Finding the genetic basis for this condition could link the disease to a spot in the human genome. That could eventually lead us to treat and possibly prevent this condition that can cause heart failure," says Robert Levine, MD, of MGH Cardiology.

Levine explains that this AHA-funded research also has created an excellent collaboration with clinicians in the Cardiac Echo Laboratory to help identify families with early stages of prolapse, who might benefit from efforts to prevent the progression of the disease. "Our researchers have learned a lot by using ultrasound to study the valves of patients who have early forms of the disease. Our hope is to develop preventative tools based on this research to eventually stop this condition from progressing," he says.

By participating in the Boston Heart Walk, the MGH hopes to continue the AHA's mission to raise both awareness of cardiovascular diseases and much-needed funds to support important medical research into these disorders.

The MGH team's fundraising goal for this year is $100,000. To help reach this goal, the hospital is offering two tickets to a New England Patriots home game to any MGH employee who raises $1,000 or more. Those who raise $500 or more will be entered into a drawing to win two Patriots game tickets.

The Boston Heart Walk will be held Sept. 18, starting at 10 am at Lederman Field, across Storrow Drive near the Hatch Shell. After a complimentary breakfast, walkers will have the choice of three different routes along the Esplanade – either a 1-, 3-, or 6-mile walk.

For any MGHer who would like to support this event but would rather not participate in the walk, contributions are welcomed as well. For more information about how to join the MGH team or how to make a donation, contact Julie Brenman at (617) 726-8295 or Susan Towler at (617) 726-4939. ●

WHAT'S HAPPENING

CNY blood drive

MGH employees working at CNY are invited to participate in a blood drive Sept. 15, from 8:30 am to 2 pm. All donors will receive a t-shirt. The MGH Bloodmobile will be located at 149 Thirteenth St., on the garage side of the street. For more information or to make an appointment to donate, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org.*

Jewish holiday schedule

The MGH Chaplaincy staff has released the fall Jewish holiday schedule. Services will be held at 2 pm Sept. 15, 24, 29 and Oct. 6. Light refreshments will be served at the conclusion of each service. For more information, call Rabbi Ben Lanckton at (617) 724-3228.

Ethics seminar

The Ethics in Clinical Practice Committee and the MGH Center for Professional Development will present "De-Coding Professional Ethics: How Does Your Code Guide Your Practice?" Sept. 29, from 8:30 am to noon in the Haber Conference Room. This program will provide an overview of codes of ethics from specific health care disciplines. Presenters include Christine Mitchell, RN, MS, director of Ethics at Children's Hospital, Marilyn McMahon, JD, of the MGH Office of the General Counsel, and Regina Holdstock, RPh, BCPS, BCOP, of the MGH Pharmacy. Seating is limited to 45 participants. To register, call (617) 726-3111 and include name, discipline, hospital location and other contact information.

5K road race

The fourth annual OCEAN 5K road race and fun walk to benefit the Ovarian Cancer Education Awareness Network at the MGH will take place Sept. 19 at 11 am at Hazelwood Park in New Bedford. OCEAN is a group of survivors, caregivers, friends and health care professionals committed to promoting awareness of ovarian cancer and raising funds for research. For more information, call Chris Lojko at (617) 724-2818.

Stoeckle Center seminar

The John D. Stoeckle Center for Primary Care Innovation will host a seminar "Winners and Losers Redux: What are the Legal Issues in Evidence-Based Medicine?" Sept. 24, from 7:30 to 9 am in the Walcott Conference Rooms. Guest speakers include Michael J. Barry, MD, medical director of the Stoeckle Center and chief of the MGH General Medicine Unit, and Benjamin W. Moulton, MPH, executive director of the American Society of Law, Medicine and Ethics. CME credits will be available. Videoconferencing and breakfast are available at off-site practices. For more information, send e-mail to Pat Gavin at *mgavin@partners.org.*

Nursing Career Expo

Patient Care Services Human Resources will host a Nursing Career Expo Sept. 19, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about staff nurse, clinical nurse specialist, nurse manager and surgical technologist opportunities at the MGH. For more information, call Sarah Welch at (617) 726-5593 or send e-mail to *shwelch@partners.org.*

Women's HIV/AIDS clinic to open

A new HIV/AIDS women's clinic at the MGH will open Sept. 13 on Founders 8. The clinic will focus on the specific needs of women living with HIV and AIDS and will offer walk-in services for gynecology exams and treatment, STD treatment and referrals, medication education and adherence motivation, comprehensive HIV care and bilingual providers. The clinic also will offer psychosocial services in benefits counseling, case management, group counseling, substance abuse treatment, crisis intervention and on-site child care. Walk-in hours are Mondays, from 1 to 6 pm. For more information, call (617) 724-8597.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Nominations for the Nathaniel Bowditch Prize

Nominations now are being accepted for the 2005 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee – clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. The award was established in 2000 by Charles and Nancy Munger through the Alfred C. Munger Foundation to honor Nathaniel Bowditch, a 19th century pioneer in celestial navigation and an early supporter of the MGH. Nomination forms are available in the Main Lobby, the Blum Patient and Family Learning Center, the Bigelow 10 nursing office and the MGPO office on Bulfinch 2. All nominations should be submitted by Oct. 30 to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, White 506. For more information, call Suzanne Williams at (617) 726-8254.

September 17, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

From humble beginnings: MGH Charlestown celebrates 35 years

What began as a small program to help meet the health care needs of neighborhood children in Charlestown, now is a full-service health center that has been a national model for how community health care can work. As MGH Charlestown – formerly known as the Bunker Hill Community Health Center – celebrates 35 years of service to Charlestown residents Sept. 24, *Hotline* takes a look back at the center's creation.

In 1968, the health center began as a "Children and Youth Health Care Program," with a $400,000 grant from the Children's Bureau of the U.S. Department of Health, Education and Welfare. The program was meant to bring comprehensive care – as opposed to occasional visits to the MGH Emergency Room – to children up to age 21.

The late John Connelly, MD, the first medical director of the health center, however, had a vision for the future. "While this is starting with children, we envision that

(Continued on Page 2)

MGH Charlestown

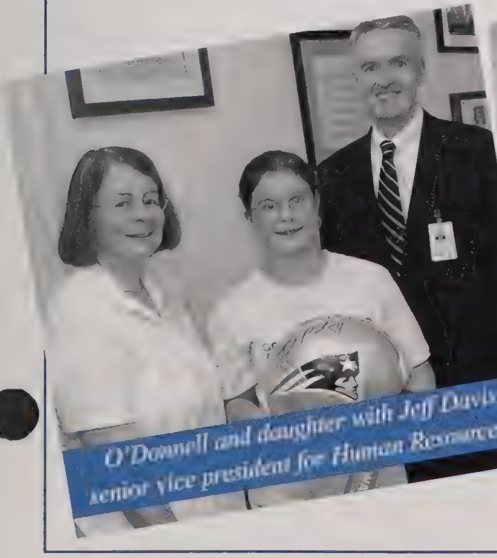
Patriots kick off: MGHers raise money through silent auction

It has been an exciting couple of weeks around the hospital for New England Patriots fans. First, the home team won its first game of the season against the Indianapolis Colts, and then MGHers had the opportunity to bid on authentic, autographed Patriots merchandise during three separate week-long silent auctions.

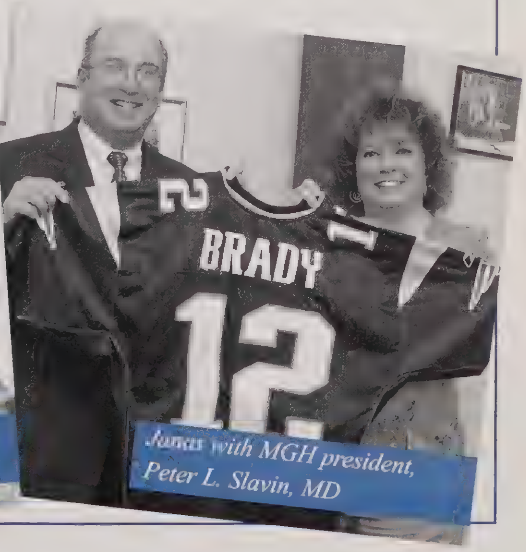
"It was such a wonderful and fun experience," says Bonnie Pray of MGH Human Resources. "The employees were so enthusiastic, and many placed bids."

More than $2,000 was raised from the auction, which will directly support the MGH Fund – a fund that benefits MGH activities.

The winners of the silent auctions are Susan O'Donnell, RN, of MGH Nursing, who won a helmet autographed by linebacker Tedy Bruschi; Kathy Myers, RN, from MGH Nursing, who won a football also autographed by Bruschi; and Donna Janas, of MGH Psychiatry, who won the coveted prize of a Patriots jersey signed by quarterback Tom Brady. ●


O'Donnell and daughter with Jeff Davis, senior vice president for Human Resources

Myers with Jim Thompson, chief development officer



Janas with MGH president, Peter L. Slavin, MD

At your service: Materials Management celebrates new Customer Service Center

Whether it's taking supply orders, delivering extra linens, providing equipment or any one of the other services the MGH Materials Management Department offers, the department is accustomed to meeting the service needs of the MGH community. Now Materials Management has streamlined these efforts with a specialized Customer Service Center. Staff celebrated the grand opening of the center Aug. 30 with a ribbon-cutting ceremony and refreshments for all MGHers who visited their location in the Gray/Bigelow Basement.

> **"MATERIALS MANAGEMENT IS COMMITTED TO PROVIDING EXCEPTIONAL CUSTOMER SERVICE TO ALL OF OUR CUSTOMERS WITHIN THE MGH,"**
>
> **– ED RAEKE, DIRECTOR OF MGH MATERIALS MANAGEMENT**

The Customer Service Center was created to centralize all floor requests for Materials Management services that are in addition to the daily standing supply orders and are needed before the next scheduled delivery. These services include linens, supply support, receiving and distribution, mail services and equipment. The department will be offering a service guarantee to make sure that available additional supplies are delivered within 45 minutes of the original call.

"Materials Management is committed to providing exceptional customer service to all of our customers within the MGH," says Ed Raeke, director of MGH Materials Management. "Our goal with this new Customer Service Center is to improve our operations, identify trends in orders and ultimately decrease costs when possible."

The Customer Service Center will be available 24 hours a day, seven days a week by calling (617) 726-9144. When customers call, they should give the following information: name, phone number, department, building, floor, room number, item(s) needed (include PeopleSoft numbers for supply products), and quantity needed before the next scheduled delivery. The number for patient and specimen transport requests will remain the same at (617) 726-2255.

"We ask all customers to try and consolidate requests to eliminate multiple calls," says Jim Burns, supervisor for Mail and Customer Service. "We look forward to working with all end users as we streamline our operations. We ask for your patience as we learn to better understand your needs."

Any feedback is welcomed, and MGHers are encouraged to contact Burns at *jburns7@partners.org*.

– From humble beginnings: Charlestown celebrates 35 years

(Continued from Page 1)

this center will provide all health services in Charlestown to all members of the family, without regard to ability to pay, type of disease or age," said Connelly when the health center started.

At that time, the center – which still is located in its original, historic building at 73 High St. – offered an unusual concept in combining municipal, school and public health needs into a program affiliated with a teaching hospital. The MGH worked closely with organizations such as the Boston Department of Health and Hospitals, the Massachusetts Department of Public Health and the City of Boston School Department to bring high-quality, personalized health, social and educational services to a community in need.

And the 16,000 residents of Charlestown were in need at that time. Like many communities, Charlestown had only a few physicians in the community, with even fewer choices for coordinated medical care. According to MGH records, emergency room and clinic visits to the hospital jumped from 30,000 to 66,0000 during the 1960s, and 10 percent of those came from Charlestown.

In its early years, the Charlestown health center averaged 60 patient visits per day and offered specialty services such as obstetrics; minor surgery; ear, nose and throat care; allergy services; and neurological care.

Now, MGH Charlestown averages 200 patient visits per day and offers a broad range of services such as adult medicine, obstetrics and gynecology, primary care, geriatric care, pediatrics, dermatology, podiatry, community mental health, social services and neurology. The health center completed a major renovation project in 2003 that revitalized the interior structure, offering a refreshing new look to the first floor, relocating radiology services to the basement level and providing improved space for specialty services on the second floor.

"We have come a long way in the last 35 years," says Peggy Carolan, administrative director for MGH Charlestown. "Dr. Connelly's vision has led us to a dream fulfilled, serving the ever-changing needs of this community. And we are committed to continuing to [illegible] and improve our services for Charlestown residents." ●

Partners Human Research Protection Program applies for accreditation

Clinical research at the MGH, BWH and Partners has a long history of meeting the highest ethical and professional standards and of adhering to all legal regulations that protect individuals participating in clinical research studies.

Compliance with these standards requires the attention and effort of many professionals and departments within Partners and the MGH, including clinical researchers, research nurses, grants and contracts negotiators and administrators, the Partners Institutional Review Board (IRB) and its staff and MGH administration. Together, these entities constitute the Human Research Protection Program (HRPP).

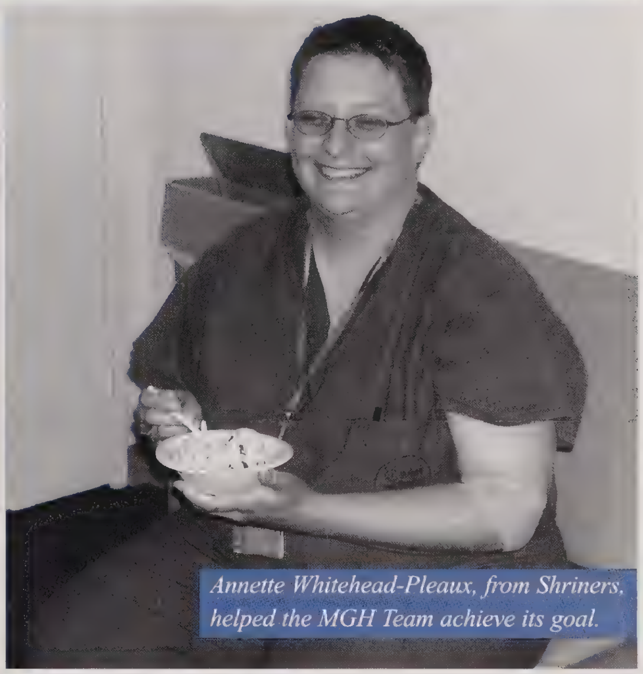
Recent public and political scrutiny of the conduct and oversight of clinical research has resulted in the development of human research accreditation programs to ensure that standards are being met. Although accreditation currently is voluntary, it provides an opportunity to assess and, if necessary, strengthen these kinds of programs.

The MGH, BWH and Partners are taking advantage of this opportunity and are jointly applying for accreditation as the Partners Human Research Protection Program. The accrediting entity selected is the Association for the Accreditation of Human Research Protection Programs, Inc. (AAHRPP).

The accreditation process has two steps. The first was a rigorous self-assessment, which has been completed and submitted to the AAHRPP for review. The second step will be a site visit scheduled for Oct. 5 to 7. During the site visit, AAHRPP evaluators will meet with representatives of all areas of the Partners HRPP – including investigators, IRB members and staff, research administrators, grants and contracts personnel, and Partners administration and leadership.

To help prepare for the site visit, the Partners Human Research Committee will be sending frequent educational briefs to the research community as reminders of specific policies. These also are being posted on the Partners Human Research Committee website at *http://healthcare.partners.org/phsirb/home.htm*.

For more information about this accreditation process, send an e-mail to Pearl O'Rourke, MD, of Partners Research Management at *porourke@partners.org* or Rosalyn Gray, also of Partners Research Management, at *rgray1@partners.org*.



Annette Whitehead-Pleaux, from Shriners, helped the MGH Team achieve its goal.

MGHers rise to the blood donor challenge

The annual blood donor challenge between the MGH and BWH has come to an end and the MGH Team – which includes the MGH, the MGH health centers, Massachusetts Eye and Ear Infirmary, Shriners Burns Institute, some Partners employees and Spaulding Rehabilitation Hospital – has emerged the winner. Both the MGH Team and the BWH Team – BWH, some Partners employees and Partners-affiliated hospitals – set a donation goal based on the number of employees eligible for each team. The MGH achieved 91 percent of their goal while BWH achieved 67 percent.

MGHers who donated during the challenge not only helped their team win but also were entered into raffles for a chance to win prizes. The winners were Dolores Sansone, from Shriners, who won a gift certificate to Images Hair Salon; Christine Lania, from the MGH, who won dinner for two at the Charles Hotel; Michael Mclaughlin, from the MGH, who won a one-night stay at the Marriott Long Wharf; Mary Jo Baryza, from Shriners, who won a one-night stay at The Inn at Harvard; Daniel Wood, from Spaulding, who won a one-night stay at the Tremont Hotel; and Paula Wright, from the MGH, who won a one-night stay at the Ritz Carlton.

"This year's challenge was the best it has been in four years," said Kate DeCoste, of the MGH Blood Donor Center. "Employees were enthusiastic throughout the three weeks and made sure that they donated to help secure a win for the MGH and for our patients." ●

WHAT'S HAPPENING

Partners Town Meeting

A Partners Town Meeting will be held Sept. 23, from 3 to 4 pm in the O'Keeffe Auditorium. James J. Mongan, MD, president and CEO of Partners, will discuss the 10-year anniversary of Partners.

Senior HealthWISE program

MGH Senior HealthWISE will sponsor "Community Resources: Where to Go and Whom to Ask" Sept. 21, from 11 am to noon in the Walcott conference rooms. Ruth Grabel, MPH, from the Office of Elder Health at the Department of Public Health, will provide information about state programs for seniors. This event, for seniors 60 years and older, is free of charge. For more information, call (617) 724-6756.

EAP programs

The Employee Assistance Program (EAP) will hold a monthly lecture series about elder care starting Sept. 28, from noon to 1 pm in the VBK Building, room 401. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss care coordination; family issues associated with caring for an elder adult; legal, estate and medical issues; grieving loss and caring for oneself.

The EAP also will hold a Work/Life seminar "Introduction to Home Ownership" Sept. 23, from noon to 1:30 pm in the Wellman Conference Room. Bob Gray, senior mortgage originator from the Harvard Credit Union, will give an overview of the financial aspects of the purchasing process. For more information, call (617) 726-6976.

PIE Awards nominations

There still is time to submit nominations for the Partners in Excellence Awards (PIE). To obtain a nomination form, visit *http://intranet.partners.org/pie*. Deadline for nominations is Sept. 24. For more information about nomination forms, call the Partners in Excellence Awards hotline at (617) 724-9743.

MGH Quit Smoking Service program

The MGH Quit Smoking Service will offer an afternoon smoking cessation program beginning Sept. 30 at 2 pm. This seven-session, weekly group program includes information about preparing to quit, coping with stress without cigarettes, preventing weight gain and tips for not smoking again. For more information, call Michele Burgener at (617) 726-7443.

Plain Language Writing Workshop

The MGH Treadwell Library will sponsor a two-day "Plain Language Writing Workshop" Sept. 30 and Oct. 1 at 100 Charles River Plaza, room 225. Learn how to write easy-to-read materials that patients can and will want to read. The fee for the workshop is $225. To register, visit *http://massgeneral.org/library/registration.asp*. For more information, send an e-mail to Elizabeth Schneider at *eschneider1@partners.org*.

Menopause and Your Health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" Sept. 21, from 5 to 7:30 pm in the Blum Patient and Family Learning Center. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25. For more information, call Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org*.

Technologist and allied health professionals open house

The MGH will host an employee open house for technologists and allied health professionals Sept. 26, from 11 am to 3 pm in the North and East Garden Dining Rooms. Department representatives will be available. For more information, visit *www.mghcareers.org*. To register, send e-mail to *rsvp@partners.org* or call (617) 724-3344.

MGH Chaplaincy services

The MGH Chaplaincy Department will resume Episcopal services Sept. 14 at 2:30 pm in the MGH Chapel, located on Ellison 1.

MGH recognizes third anniversary of Sept. 11

In the three years since the tragedy of Sept. 11, 2001, there have been many remembrances created – books written, songs sung, monuments built. On the third anniversary of that tragic day when the nation lost so many, MGHers gathered to remember, grieve and recognize that historic day.

The memorial service, sponsored by the MGH Chaplaincy, gave MGHers, patients and their families the opportunity to reflect on the tragedies. The ceremony included chaplains from the many different faiths that are represented throughout the MGH community, and included readings of poetry and prose, as well as reflective music.

The service was teleconferenced to the MGH health centers and the Institute of Health Professions, and a separate gathering was held at CNY.

Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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September 24, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

I do solemnly swear ...

Governor Mitt Romney had the distinction to appoint the MGH's newest trustee, Henri Termeer, at a special swearing-in ceremony Sept. 13 at the State House. Termeer – who is chairman, president and chief executive officer for the Boston-based Genzyme Corporation – is the latest governor-appointed trustee as detailed in the hospital's original charter. "This is a great honor for me," said Termeer. "The MGH is such a great institution."

Termeer was appointed president of Genzyme in 1983, became chief executive officer in 1985 and chairman in 1988. Under his direction, Genzyme has become one of the nation's top five biotechnology companies.

At the swearing-in ceremony, Termeer was joined by Peter L. Slavin, MD, president of the MGH; David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization; and Edward Lawrence, chairman of the MGH Board of Trustees.

From left, Torchiana, Slavin, Lawrence, Termeer and Romney

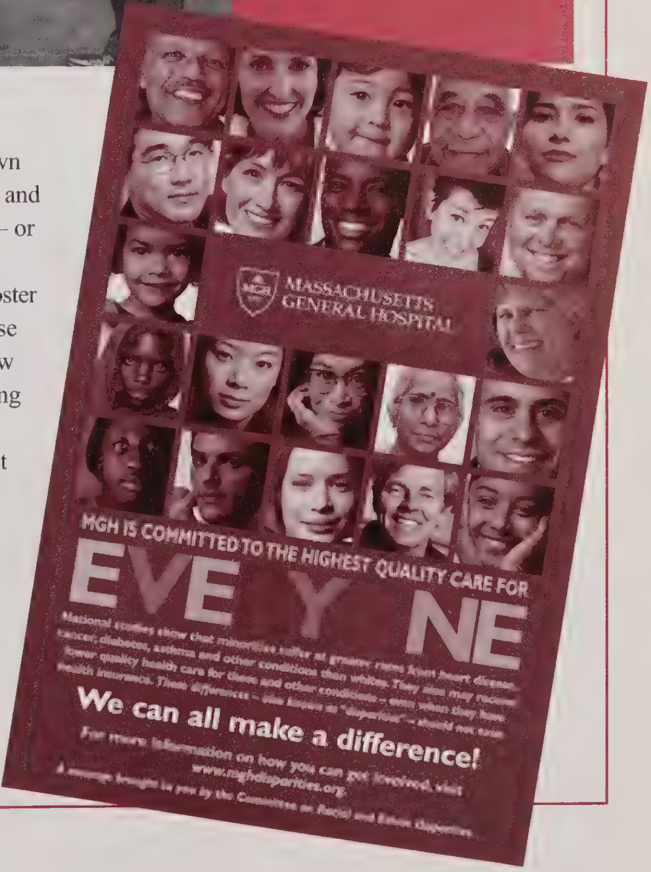
New poster helps address disparities

The MGH Committee on Racial and Ethnic Disparities – formerly known as the MGH Disparities Committee – soon will distribute its first poster and launch a new website to help educate the MGH community about disparities – or differences – in health care.

Created by the Disparities Education and Awareness Subcommittee, the poster features photos of people of different racial and ethnic backgrounds. The purpose of the poster is to define what disparities are, to let the MGH community know that they do exist and that the hospital is committed to reducing and eliminating any inequalities.

The website, which can be found at *www.mghdisparities.org*, will highlight progress reports from monthly committee meetings, updates from the three subcommittees and resources for more information about efforts to reduce health care disparities.

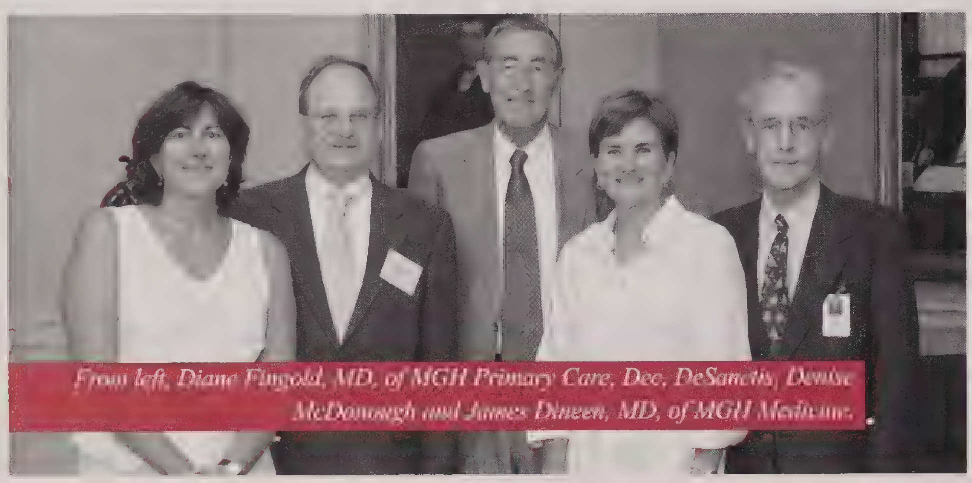
Peter L. Slavin, MD, president of the MGH, created the Committee on Racial and Ethnic Disparities in response to an invitation from Mayor Thomas Menino to all Boston hospitals to participate in a citywide effort to address the issues of racial inequality in the health care arena. ●


MASSACHUSETTS GENERAL HOSPITAL
MGH IS COMMITTED TO THE HIGHEST QUALITY CARE FOR
EVE Y NE
We can all make a difference!
For more information on how you can get involved, visit www.mghdisparities.org.

Building on a legacy: Will and Denise McDonough Endowed Fund established

The sports world lost a legend in January 2003 when Will McDonough, a sports reporter and columnist for the *Boston Globe*, died of a heart attack at age 67. McDonough, who was an MGH patient, was known across the nation for his informative and often exclusive sports reporting.

Grateful for the compassionate care he received from the MGH Cardiology Division, the McDonough family has established the Will and Denise McDonough Endowed Fund for Research in Heart Disease at the MGH. His widow, Denise, along with family members, close friends and members of the MGH medical team who cared for McDonough, recently celebrated the establishment of this fund at a special luncheon held Sept. 1 in the Trustees Room.


From left, Diane Fingold, MD, of MGH Primary Care, Dec, DeSanctis, Denise McDonough and James Dineen, MD, of MGH Medicine.

The fund will support research in three areas of cardiology: cardiac amyloidosis, coronary artery disease and sudden cardiac death. In keeping with McDonough's strong interest in supporting and mentoring young people, the McDonough family has requested that the fund be used to support the research of promising young investigators in the field.

"Will McDonough was one of a kind. We miss him tremendously," said Roman DeSanctis, MD, who was McDonough's primary cardiologist. "We don't have an answer to solve the type of heart disease that he had, but we will someday with the support of this fund. We are very grateful for this marvelous gesture from the McDonough family."

Denise McDonough recently held a fundraising golf tournament in memory of her husband, with one third of the proceeds – $100,000 – earmarked for the establishment of the McDonough endowed fund. The fu[illegible]ill be administered by G. William Dec, M[illegible]hief of the MGH Cardiology Division. ●

MGH Chelsea celebrates present and past employees

The MGH Chelsea HealthCare Center hosted an end-of-summer cookout Sept. 10 to show its appreciation to employees and staff. The entire MGH Chelsea staff was treated to an array of food and live music. The cookout was funded through the Summer Fun Employee Recognition program, which was developed by the MGH Strategic Planning Committee's Workforce Taskforce. Since the beginning of July, managers and department heads throughout the hospital have been given the opportunity to recognize individuals or teams within their unit or department by submitting information to the program. The program provides up to $1,000 for recognition efforts that managers and department heads may choose to maintain in their own budgets in the future.

To that end, the MGH Chelsea staff announced a new employee recognition program – the Donna Marie Grenier Award for Excellence. Named in honor of Donna Marie Grenier, RNP, a former nurse manager in the Walk-in Unit, who died in June 2003, the award will be presented annually. Grenier's family, who attended the program, received the first award in Grenier's honor. A tree also has been planted at the health center in memory of Grenier.

The Grenier family in front of dedicated tree.

Chalking one up for the arts

Employees from MGH Senior Health had the opportunity to showcase their creative abilities Aug. 19 during the Boston "Chalk One Up for the Arts" Festival, held at Boston City Hall Plaza.

MGH Senior Health employees, along with other companies and organizations, reserved squares to transform city sidewalks – usually filled with tourists, commuters and street vendors – into colorful, chalk masterpieces alongside well-known Boston artist Sidewalk Sam. MGH Senior Health came in third place in the nonprofit category for their artful creation.

Countdown to opening of Yawkey Center for Outpatient Care

The new Yawkey Center for Outpatient Care will be opening its doors to patients and staff Oct. 12. The building will be the new home for many MGH departments – such as MGH Orthopædics, Rheumatology, Women's Health Services, Cardiology, Pediatrics, Child Psychiatry and Radiology. The MGH Cancer Center will be relocating to the new center in December. In addition, the new center also will offer many amenities to those who traverse its halls.

The main lobby for the Yawkey Center will be a crossroads to and from the MGH main campus, with an information desk and directory to guide patients and staff. An increased number of MGH volunteers will be stationed in the Yawkey lobby as well as the main hospital lobby to help patients find their way around the building during the first six weeks after the opening. Yawkey garage elevators and a parking cashier also can be accessed through the main lobby.

The Yawkey parking garage will be open from 6 am to midnight. Valet service also will be available. Garage attendants will staff the front garage to ensure appropriate access for the building. Employees will not be allowed to park in the Yawkey garage. The garage is for patient use only.

A shuttle bus will be available to transport patients to and from designated areas around the main campus to the Yawkey Center. The shuttle bus hours of operation will be Monday through Friday, from 8:30 am to 4:30 pm. A final schedule is being developed.

Patients and staff also can look forward to the new Riverside Café, which will offer a variety of soups, sandwiches, drinks and desserts. There also will be a coffee shop that will offer similar items as Coffee Central – called Coffee South.

ATM machines, restrooms with baby changing facilities, a gift shop, vending machines and public pay phones will be located in the new center. A financial services center and an interpreter services office will be located on the second floor.

Perhaps one of the most anticipated highlights of the Yawkey Center is the MGH Healing Garden, which will be located on the eighth floor rooftop. The Healing Garden will provide a comforting, meditative, inspirational retreat for patients and their families. The Healing Garden is expected to open in the spring.

For more information about the Yawkey Center or to submit a question online, visit *www.massgeneral.org/yawkey*. ●

Yawkey Center for Outpatient

Yawkey Center

Hotline is printed on recycled paper.
Please recycle *Hotline* in any white paper recycling box.

MGH**HOTLINE**

WHAT'S HAPPENING

Kidney Care Day

The MGH Renal Unit will host Kidney Care Day Sept. 30, featuring grand rounds at 8 am in the O'Keeffe Auditorium and an information table in the Main Corridor, from 9 am to 1 pm. MGH representatives from the Center for Renal Education, Renal Associates, Hemodialysis, Peritoneal Dialysis, Pediatric Nephrology, Nutrition Services and Social Services will be available. In the afternoon, speaker Loretta LaRoche will present "The Humorous Side of Coping with Chronic Illness" from 2 to 3:15 pm in the O'Keeffe Auditorium. LaRoche will discuss how to use creative humor to deal with some of the unusual and uncomfortable situations that arise from chronic illness.

Vincent symposium

The MGH Vincent Obstetrics and Gynecology Service will hold its annual symposium, "Mirror Mirror on the Wall: How the Media and Hormones Shape Us All" Oct. 1, from 11 am to 2 pm at the Fairmount Copley Plaza Hotel. Speakers will include Judy Norsigian, co-author of "Our Bodies, Ourselves," Jan Shifren, MD, director of the MGH Vincent Menopause Program, and Anne Becker, MD, PhD, director of the MGH Adult Eating and Weight Disorders Program. For tickets, call (617) 523-3900 or send e-mail to *office@thevincentclub.org*.

CRP scientific writing series

The Clinical Research Program (CRP) and the Department of Psychiatry will offer "Scientific Writing" Oct. 5, 12 and 19, from 4 to 5 pm in the O'Keeffe Auditorium. This three-part education series will focus on clarifying the writer's interest, creating an outline, writing multiple drafts and more. Registration is recommended. To register, visit *www.crnet.mgh.harvard.edu*. For more information, call (617) 726-5010.

Latino Heritage Month

The MGH Latino Heritage Planning Committee is celebrating Latino Heritage Month Sept. 15 to Oct. 15 with a series of events. A Latin American film series will be held Sept. 28 and 30, from 4:15 to 5 pm in the O'Keeffe Auditorium. Medical Interpreters Week will be recognized Oct. 4 to 8, from 10 am to 2 pm, in the Main Corridor. Keynote speaker Andres Torres, PhD, director of the Mauricio Gaston Institute for Latino Community Development and Public Policy, will present "A Latino Profile" Oct. 4, from noon to 1 pm in the O'Keeffe Auditorium. Latino heritage festivities will take place Oct. 4, from 1 to 2:30 pm under the Bulfinch Tent.

Women's Cancers Awareness Fair

The MGH Cancer Center will host the Women's Cancers Awareness Fair Oct. 1, from 10 am to 2 pm under the Bulfinch Tent. Information about early detection, prevention and treatment of the most common cancers affecting women will be available. For more information, contact Tara Becker at (617) 724-9432.

Reading Disabilities Unit offers tutoring

The MGH Reading Disabilities Unit is offering one-on-one tutoring for school-aged children. The program will give children with reading, writing and spelling difficulties the opportunity to improve their skills using a structured, multisensory and phonetic approach to written language. Children will meet with a tutor two or three times a week. The program starts in mid-October and runs until May 2005. Each 50-minute session is $30. For more information, call (617) 726-2764.

POE rollout

Provider Order Entry (POE) will be implemented in the Obstetrics, Newborn Nursery and Special Care Nursery Services beginning Sept. 28. In-house support staff will be available to assist new users during the implementation. Support also is available by calling the Help Desk at (617) 726-5085. For more information, call Michele Cullen at (617) 726-6874 or send an e-mail to *mcullen1@partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

Charles Street/MGH T station to get new pedestrian path

Relief is coming for those unable or unwilling to use the pedestrian overpass that currently connects the hospital to the temporary Charles Street/MGH T station. A new pedestrian path is being constructed between the temporary station and the hospital to provide a safe crossing at street level. This new crossing, which will be protected by barriers and pedestrian traffic signals and will eliminate conflict with vehicles, is scheduled to open Oct. 1.

"The MGH, Massachusetts Eye and Ear Infirmary, and the MBTA have all worked closely to develop this new crossing," says Joe Crowley, of MGH Police, Security and Outside Services. "We hope that this solution will create a more convenient and safer environment for all pedestrians."

October 1, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers work together to make a dream come true

Lifelong Red Sox fan, Gordon Huckins, has made a home away from home on Ellison 8. Because he has been at the hospital for seven months connected to a ventricular assist device (VAD) that pumps his heart while he waits for a heart and kidney transplant, Huckins' clinical team prescribed a different kind of medicine.

According to Michelle Primo, RN, Huckins' primary nurse, he has made a great deal of progress during the past several months, but was feeling down about being hospitalized. So, Primo and the rest of his clinical team decided to do something to lift his spirits – get coveted tickets to a Red Sox game.

After several months trying to find tickets for seats with a nearby electric outlet to accommodate Huckins' VAD machine, Primo and other staff were able to score seats in the prestigious 406 Club at Fenway Park.

Accompanied by three MGH staff members, Huckins and his wife went to the Sept. 23 game against the Baltimore Orioles in style, as a stretch limousine transported the group to Fenway.

"I cannot get him the heart and kidney he needs, but with the help of many people, we have been able to give him this one gift he will remember forever," explained Primo.

Huckins was thrilled to go to the game. "The experience was great," he said. "For the first time in a long time, I didn't feel like a patient. I was free at last to feel like a normal person again." ●

From left, Primo, Huckins and his wife, Matty.

Partners at 10: A work in progress

The highlight of this year's Partners Town Meeting, held Sept. 23 in the O'Keeffe Auditorium, was a look back at what Partners HealthCare has accomplished in the 10 years since it was formed in 1994. Hosted by James J. Mongan, MD, president and CEO of Partners, and Peter L. Slavin, MD, president of the MGH, the town meeting featured a video called "Partners at 10: A Work in Progress." The video focused on the elements of Partners' mission – teaching, research, community health and patient care – and featured interviews with Mongan; Samuel O. Thier, MD, former president and CEO of Partners; W. Gerald Austen, MD, chair of the MGH Chiefs Council; and other leaders from Partners, the MGH and BWH.

"We have succeeded in building an integrated health care system that we can be proud of and that has added value to our patients and the community," said Mongan after the video was shown. "Now we need to plan ahead and examine what we can do to improve the quality and efficiency of care for future patients. We are in a better position for the next 10 years than we were for the past 10. We have a lot to look forward to."

In talking about the future of Partners, Mongan discussed the Partners Signature Initiatives, which are meant to be a roadmap to guide Partners toward improving the quality and efficiency of care provided. "In matters of quality and the reliability of quality, we will establish a common set of quality standards that will assure certain elements of care are the same throughout the Partners system, no matter what hospital a patient goes to," said Mongan. "The Signature Initiatives will help us improve by bringing institutions together to collaborate on quality, safety and utilization of services."

The remainder of the town meeting focused on questions that employees and staff asked at the meeting or submitted in writing. For more information about these questions and answers, visit *www.massgeneral.org/news/.*

Wanted: More good men and women

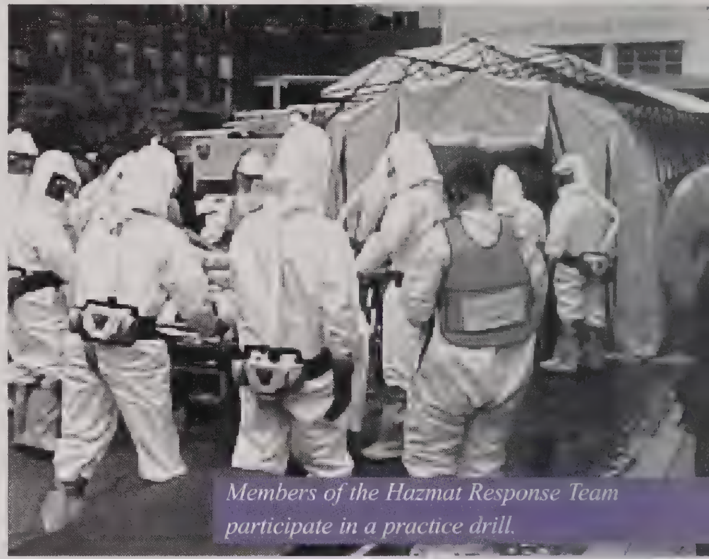
The Hazmat Response Team will begin phase two of its recruitment drive at an information session Oct. 8, from 11 am to noon in the Wellman Conference Room. The presentation will cover the training and other requirements for becoming a Hazmat Response team member. In addition, Human Resources representatives will be on hand to provide information about attending training and drills.

As in all of MGH's emergency response training programs, the safety of participants is a priority. Volunteers who qualify for the team will receive 32 hours of initial training, will participate in regular practice drills, and maintain annual qualifications to ensure their safety and preparedness to respond to an incident.

The team was created last spring to protect employees and the hospital from contamination and to provide decontamination assistance for a large number of victims of a mass casualty incident or a major industrial accident in the community. Sixty staff members from research, administration and clinical areas at the hospital have already become team members and participated in training and drills. The clinical and non-clinical team members ensure that patients arriving at the hospital are decontaminated prior to being treated inside the hospital.

Two additional recruitment sessions will be held Nov. 18, from 10 to 11 am, and Dec. 16, from 9:30 to 10:30 am, both in the Wellman Conference Room.

For more information, call Glen McKenney at (617) 726-0667.


Members of the Hazmat Response Team participate in a practice drill.

Making a change: MGHers to move to new Yawkey Center

Plans have been finalized, measurements have been taken and boxes have been packed for the many MGH employees and staff participating in the first phase of the move to the new Yawkey Center for Outpatient Care, starting Oct. 8 and continuing over the weekend. The doors to the new center will officially open to patients and staff Oct. 12. MGH Orthopædics, Rheumatology, Women's Health services, Cardiology, MassGeneral Hospital for Children, Child Psychiatry and Radiology will be moving during this first phase.

"We've spent a lot of time preparing for this move," says Greg Pauly, chair of the Yawkey Center Operations Committee. "With so many talented people coming together to plan every detail, the clinical programs should be well supported during their transition."

After these MGH employees settle into their new surroundings, the rest of the MGH community will be invited to visit the first floor of the new center at two special open house sessions to be held Oct. 13, from 10 am to noon and from 6 to 8 pm. MGHers will hear celebratory remarks at 10:15 am in the first session and at 6:15 pm during the second session. Peter L. Slavin, MD, president of the MGH; W. Gerald Austen, MD, chair of the MGH Chiefs Council; David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization; and Jeff Davis, senior vice president for Human Resources, will be speaking. Light refreshments will be offered after the remarks.

For more information about the new Yawkey Center, visit *www.massgeneral.org/yawkey/*.

A rendering of the new Yawkey Center

Join the 50/70 Club

The Clean Sweepstakes – a friendly competition among patient care units to achieve the highest hand hygiene compliance – has just completed its third quarter, and the STOP – Stop the Transmission of Pathogens – Task Force has announced that an extra recognition will be added to the regular Clean Sweepstakes reward for the final quarter of 2004. Every unit that achieves a compliance rate of at least 50 percent before and 70 percent after contact with a patient or a patient's environment will receive a special reward. The unit must meet both the before and after goals from October through December to win this acknowledgement and become a member of the new 50/70 Club.

Two units, Bigelow 9 – led by hand hygiene champions Ashley Stockmann, RN, and Angela Genco, RN – and Ellison 14 – led by champions Susan O'Donnell, RN, Theresa McDonnell, RN, and Theresa Farrow, RN – have already achieved these hand hygiene compliance rates during previous quarters.

"We are confident that each and every unit can achieve this goal and join the 50/70 Club," says [illegible] Tarselli, RN, of the MGH Infection Control Unit and a member of the STOP Task Force. "Employees should remember that the hand hygiene of all staff and physicians present on any unit may be monitored, so they should be aware and give friendly reminders to each other, if needed. We are encouraging everyone to be a safety advocate for our patients." ●

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50/70 CLUB

MGH wage and salary program announced

The MGH this week announced the fiscal year 2005 wage and salary program effective Sept. 26 that includes a performance-based increase ranging up to 4 percent. This year's General Hospital program is funded at 3 percent. Those who are above the maximum of their pay range are eligible for a bonus of up to 3 percent.

The Massachusetts General Physicians Organization is using a similar approach. Practices will make decisions about increases based on their financial ability to participate in this program.

In a letter distributed Sept. 30, Peter L. Slavin, MD, president of the MGH, commended employees for their hard work and dedication, despite the continued cost pressures the MGH and other hospitals have experienced. "I am confident the MGH is prepared to meet any challenge because of the great people who work here. I am continually impressed by your extraordinary effort and commitment to deliver the best care and services."

Employees and staff who have questions about the wage and salary program are encouraged to speak to their supervisors. ●

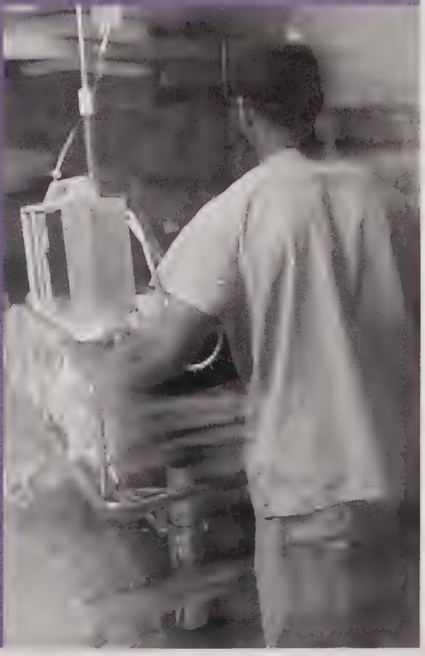
MGH Stroke Service to be surveyed

As a recognized leader in stroke care, the MGH Stroke Service will participate in a statewide effort by the Massachusetts Department of Public Health (DPH) to designate centers for the care of acute stroke patients. Because acute stroke care varies widely from hospital to hospital, the DPH drafted new regulations for these specialized centers of care. These regulations stipulate that a hospital must go through an approval process to become a Primary Stroke Service in order to receive acute stroke patients by ambulance.

As part of the approval process, the MGH Stroke Service will participate in a site survey Oct. 7. DPH surveyors will spend time in areas where stroke patients are evaluated, such as the Emergency Department, in the Neurology ICU and the Ellison/White 12 Neurology units. Some of the criteria the surveyors will be evaluating include: verification that the hospital provides 24-hours-a-day, seven-days-a-week acute stroke services such as imaging, laboratory, pharmacy and clinical evaluations; presence of written protocols of care and evidence these protocols are in use; administrative recognition of the stroke effort with a formally designated stroke team; collection of data on each acute stroke patient; and education of staff and the community about acute stroke warning signs and treatment options.

"This new DPH program in stroke certification is a great opportunity to improve the care of stroke patients across the entire Commonwealth," says Lee H. Schwamm, MD, the associate director of MGH Acute Stroke Services, who has been leading this effort at the MGH. "We look forward to preparing the MGH to meet this very important goal."

For more information about the MGH Stroke Service, visit *www.stopstroke.org*. To contact the Acute Stroke Consult team, page beeper #34282.



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WHAT'S HAPPENING

EAP programs

The Employee Assistance Program (EAP) will offer a 10-week education and support group for female employees who have been affected by domestic violence in past or current relationships. The group will meet Thursdays starting Oct. 14, from 4:30 to 6 pm. The location will be given to employees at the time of registration.

The EAP also will hold a Work/Life seminar "Nourishing Your Newborn" Oct. 12, from noon to 1 pm in VBK, room 401. Germaine Lambergs, RN, an MGH lactation consultant, will discuss the latest on breastfeeding, and a tour of the Mother's Corner will be given. For more information on either program, call (617) 726-6976.

Domestic violence awareness

The Domestic Violence Working Group at the MGH will sponsor "Piecing Together the Puzzle of Domestic Violence: Are you the Missing Piece?" Oct. 7, from 11 am to 3 pm under the Bulfinch Tent. The event will feature remarks from Peter L. Slavin, MD, president of the MGH, and more than 15 information tables. Topics will include health effects of domestic violence, security and safety, children witnessing domestic violence and more. For more information, call Corinne Castro at (617) 726-8182.

Pastoral Care Week

In celebration of Pastoral Care Week, MGH Chaplaincy will have information tables featuring a Filipino artwork display Oct. 13, from 10:30 am to 2 pm in the Main Corridor. Musical storytellers, Charlie King and Karen Brandow, will perform from noon to 1 pm. The Chaplaincy also will offer a "Blessing of the Hands" ceremony Oct. 14, from 6:30 to 8 am, 11:30 am to 12:15 pm and 3 to 5 pm, in the MGH Chapel. All patients, families, staff, visitors and volunteers are welcome to join this ceremony. For more information, call (617) 726-2220.

Macaluso Award nominations

The nomination deadline for the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award is Oct. 4. The award recognizes direct care providers throughout MGH Patient Care Services whose practice exemplifies the expert application of values personified by the late Stephanie M. Macaluso, RN. Nomination forms are available in all patient care areas, in department offices and at the Gray Lobby information desk. Recipients will be announced in December. For information, call Mary Ellin Smith at (617) 724-5801.

Warren Triennial Prize lectures

The Warren Triennial Prize lectures will take place Oct. 14 at 3 pm in the O'Keeffe Auditorium. Given every three years to leading biological scientists, the prize is the highest research honor bestowed by the MGH. Andrew Fire, PhD, of Stanford University School of Medicine, and Craig Mello, PhD, of the University of Massachusetts Medical School and the Howard Hughes Medical Institute, will be honored for their work with RNA interference, a new technique for controlling genetic expression.

MGH Photo Contest

The deadline to submit photographs for the seventh annual MGH Photo Contest is Oct. 6. All submissions will be displayed, and winners will be announced Oct. 14 at the Police and Security, Outside Services, Photography and Parking Fair.

First Public Leaders Day

More than 20 Massachusetts state legislators and senior officials had the opportunity to participate in the hospital's first-ever Public Leaders Day educational forum, "Exploring the Brain," held Sept. 23. Hosted by the MGH, the Massachusetts General Physicians Organization and members of the Massachusetts House and Senate, public leaders heard presentations about numerous aspects of research and treatments for a number of brain diseases and disorders, including mental illness, stroke, neurodegenerative diseases and brain tumors. Some of the attendees *(shown below)* toured the operating room suites to observe the hospital's neurosurgery operating room in action.

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Christine Johanson, staff writer at (617) 726-0275;
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by mail to the Public Affairs Office,
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October 8, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Moving day: MGH programs relocate to Yawkey Center

The new Yawkey Center for Outpatient Care will be opening its doors to patients Oct. 12, continuing the legacy of dedication and top-of-the-line care that has come to be expected from the MGH. The new facility, which was designed by Cambridge Seven Associates, Inc., with Michael Feldman, Architects, was built to accommodate the increasing number of patients who come to the MGH for outpatient care. When it opens, the 440,000 square foot facility will be the new home for many of the hospital's major patient care services. The center will house MGH Radiology, Orthopædics, Rheumatology, MGH Vincent Obstetrics and Gynecology, Women's Health services, Cardiology, MassGeneral Hospital for Children and Child Psychiatry. The MGH Cancer Center and the MGH In Vitro Fertilization Unit will move in December.

With the opening of the Yawkey Center, the Department of Radiology will increase imaging resources available to referring practices, offer more same-day appointment availability, and enhance service to inpatient areas and the Emergency Department through its main campus operations. Radiology exams in the Yawkey Center can be scheduled by using Radiology Order Entry (ROE) at *http://mghroe/.*

(Continued on Page 3)

A rendering of a Yawkey Center hallway

MGH Charlestown celebrates 35th anniversary

The MGH Charlestown HealthCare Center celebrated its 35th anniversary Sept. 24, with Boston Mayor Thomas M. Menino making a special appearance to thank caregivers, staff and community partners for their dedication to improving the health of the neighborhood.

Lorenzo Lewis, MD, medical director of MGH Charlestown, provided a brief overview of the health center's efforts during the past 35 years. Peter L. Slavin, MD, president of the MGH, spoke about Menino's many contributions to the health care of Boston-area residents. "For those of us at MGH Charlestown, Mayor Menino is very simply our champion," said Slavin. "We thank him for being on our side in our efforts to provide high quality, affordable and accessible care."

Peggy Carolan, administrative director of MGH Charlestown, recognized seven individuals from the community, the MGH and Partners for their special contributions. Brit Nicholson, MD, MGH chief medical officer; Sally Iles, associate vice president of Medicine in Primary Care Administration; Joan Quinlan, director of MGH Community Benefits; Matt Fishman, director of Partners Community Benefits; John Auerbach, director of the Boston Public Health Commission; Linda Whitlock, director of the Charlestown Boys and Girls Club; and Thomas Flatley, president of the Flatley Company, all were presented with a health center memento. ●

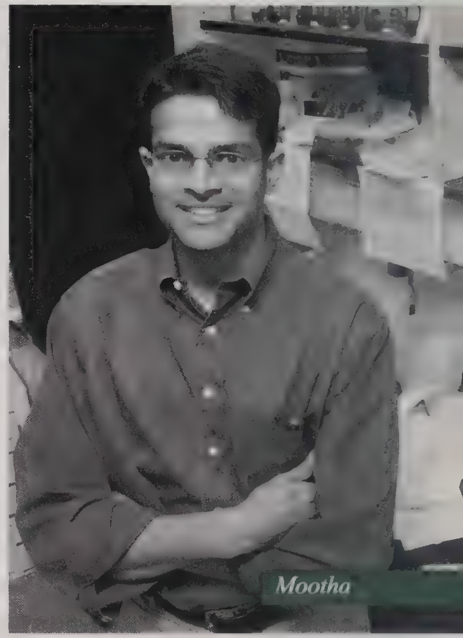
From left, Slavin, Carolan, Menino and Lewis

New MGH researcher receives MacArthur Fellowship

Just about a week before joining the MGH, Vamsi Mootha, MD, received an unexpected honor – he was named one of the 2004 MacArthur Foundation Fellows. Often referred to as the "genius grants," MacArthur fellowships are awarded to talented individuals judged to have outstanding promise in a broad range of fields, including science and the arts. The five-year, $500,000 grant imposes no requirements on its recipients, giving them free rein to pursue creative new activities.

"I'm hoping to apply some of the funds to research I could not otherwise pursue, perhaps studies of rare metabolic disease, which is my passion," says Mootha, who joined the MGH Center for Human Genetic Research Oct. 1. Previously a fellow at BWH and with the HMS/MIT Broad Institute, Mootha has focused his research on mitochondria – structures that act as tiny power plants in cells. Using advanced computational techniques to study how genes and proteins relate to various diseases, Mootha helped identify the gene responsible for a rare disorder called Leigh Syndrome, French Canadian Variant. Most recently, he has been examining whether mitochondrial dysfunction may contribute to type 2 diabetes.

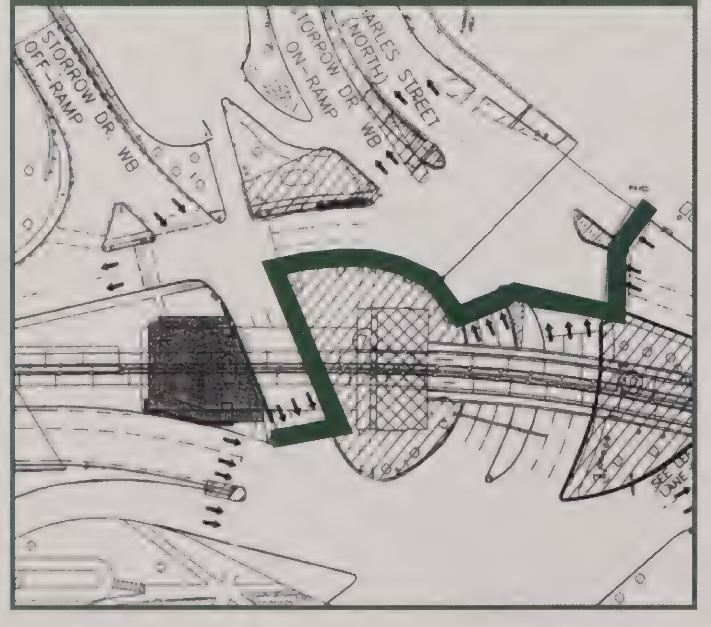
"I'm very excited about joining the MGH family. The new research center seems to be the type of place that will allow us to rapidly translate our discoveries into clinical application," says Mootha, who also is joining the Department of Medicine as a clinician. ●



Mootha

New Charles Street/MGH T station pedestrian walkway

The new pedestrian path between the temporary Charles Street/MGH T station and the hospital has been completed and now provides a safe crossing across Cambridge Street. This new crossing is protected by barriers and pedestrian traffic signals and will eliminate conflict with vehicles. MGH employees, staff, volunteers, patients and visitors are encouraged to use this new walkway.



MGH celebrates Kidney Care Day

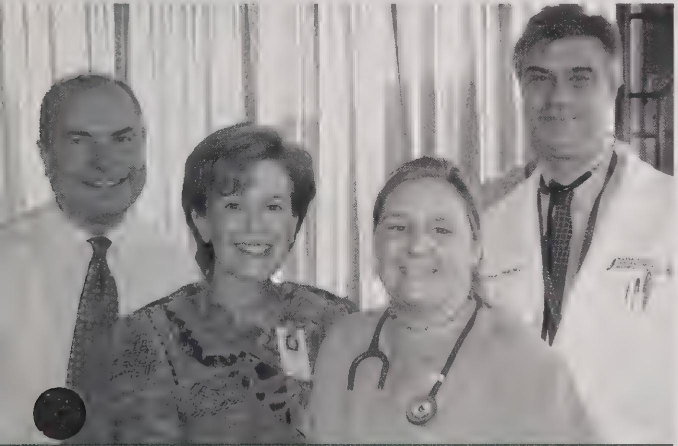
Laughter filled the O'Keeffe Auditorium as Loretta LaRoche, a nationally known speaker, captivated the audience with her ta[illegible] on "The Humorous Side of Coping with Chronic Illness" as part of the first annual MGH Kidney Care Day held Sept. 30. LaRoche spoke about remaining optimistic, remembering to laugh and focusing on today, not tomorrow.

The purpose of Kidney Care Day was to share with patients and the MGH community the services that are available for patients with kidney disease at the hospital. A highlight of Kidney Care Day was the grand rounds presentation of Robert Toto, MD, from the University of Texas Southwestern Medical Center at Dallas. Kidney Care Day also provided an opportunity for the many different departments that care for patients with kidney disease to showcase their work. The MGH Renal Unit, the Center for Renal Education, Renal Associates, Pediatric Nephrology, Nutrition Services, Hemodialysis, Social Services, Peritoneal Dialysis, Interventional Radiology, Transplantation, Renal Research and Tissue Typing came together and provided informational displays throughout the Main Corridor for employees, patients and visitors. ●

Lynne Brown, RN, of the MGH CAPD Unit

A send-off to the Sudan

Katie Fallon, RN, of Ellison 20, was sent off in style Oct. 1 when her colleagues gave her a bon voyage breakfast to celebrate her upcoming departure to Darfur, a region of Sudan. She will spend a year caring for the sick and underprivileged of this war-torn area that is desperate for adequate medical care. Fallon – along with Grace Deveney, RN, of Bigelow 11 – are embarking on this humanitarian mission as recipients of this year's Thomas S. Durant, MD, Fellowship in Refugee Medicine. ●



From left, Keith Perleberg, RN, DIV, nurse manager for Ellison 20, Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, Fallon, and Larry Ronan, MD, of MGH Internal Medicine Associates and director of the Durant Fellowship.

Celebrating exceptional service

The annual Ether Day celebration is a special recognition held in October on the Friday closest to the anniversary of the first use of ether as an anesthetic, which took place at the MGH Oct. 16, 1846. Ether Day also is a time to celebrate the anniversaries of MGH employees who have served at the MGH for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50 and 60 years.

There will be a reception for MGH employees Oct. 15 under the Bulfinch Tent, from 2 to 3:30 pm. A formal dinner for MGH employees who have served for 20-plus years will take place Oct. 21 at the Marriott Cambridge Hotel.

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— Moving day for Yawkey Center

(Continued from Page 1)

Designed to cater to outpatient practices, the Yawkey Center houses such radiology services as CT, MRI and ultrasound on the sixth floor; Nuclear Cardiology on the fifth floor and additional general radiology services located within the Orthopædic department on the second and third floors. The equipment at the Yawkey Center will match the state-of-the-art technology at all MGH Imaging sites.

"The Department of Radiology is pleased to be a part of this multipractice expansion focused on offering dedicated outpatient services," says Denise S. Palumbo, RN, MSN, administrative director of Radiology. "The added capacity will enable us to deliver a new level of quality service to our referring practices and our patients."

The Cardiology Division will continue to offer patients the most complete and advanced methods for the diagnosis, treatment and prevention of heart disease, with more than 50 board-certified cardiologists specializing in all aspects of cardiovascular disease and providing comprehensive, patient-focused care. The Yawkey Cardiology Center will offer non-invasive testing including echocardiograms, cardiac stress testing, EKG tests and other outpatient services.

MGH Orthopædics offers a variety of specialists who diagnose, treat and rehabilitate injuries and diseases of the musculoskeletal system, which includes bones, joints, ligaments, muscles and tendons. In the Yawkey Center, the department offers a variety of outpatient services, such as orthopaedic oncology, rheumatology, podiatry and sports medicine.

MassGeneral Hospital for Children (MGHC) also will relocate to the Yawkey Center, enabling the department to maintain its commitment to providing family-centered care in a child-friendly environment while remaining on the leading edge of patient treatment. MGHC offers pediatric primary care, medical subspecialty services, and pediatric and adolescent psychiatry on the sixth floor of the Yawkey Center. The Pediatric Hematology and Oncology Unit will move to eighth floor in December.

The MGH Vincent Obstetrics and Gynecology Service will continue to treat patients in the new center as part of its commitment to provide clinical excellence and research innovations that are shaping the field of women's health. Hailed as a leader in education, the service also offers training of young clinicians and scientists and serves as an informational resource for women.

The MGH Cancer Center will move its clinical programs to the Yawkey Center in December – with the exception of Radiation Oncology and the Bone Marrow Transplant Program. The move will help the Cancer Center to further provide a wide range of clinical and support services through multidisciplinary clinical programs focused on specific types of cancer.

The MGH Vincent Reproductive Medicine and In Vitro Fertilization (IVF), also relocating in December, is one of the most advanced programs in the country, offering groundbreaking research and state-of-the-art care for patients.

For more information about the Yawkey Center, visit the website at *www.massgeneral.org/yawkey*. ●

WHAT'S HAPPENING

Domestic violence support group

The Employee Assistance Program will offer a 10-week education and support group for all Partners female employees who have been affected by domestic violence in past or current relationships. The group will meet Thursdays starting Oct. 14, from 4:30 to 6 pm. The location will be given to employees at the time of registration.

CRP seminar series

The Clinical Research Program (CRP) will sponsor "Educating the Public About Clinical Research" Oct. 13, from noon to 1 pm in the Wellman Conference Room. Ken Getz, of the Center for Information and Study on Clinical Research Participation, will speak about understanding how prospective volunteers learn about and view the clinical research enterprise. Contact hours will be awarded. To register, call (617) 726-1669.

The CRP and the Human Research Committee will sponsor "IRB Issues for Bench and Desk Scientists" Oct. 13, from 4 to 5 pm in the O'Keeffe Auditorium. Libby Hohmann, MD, chair and director of Partners Human Research Committees, will present. To register, visit *http://crnet.mgh.harvard.edu/home/home.asp*. For more information, call Elaine Almeida at (617) 726-5010.

POPPS fair

Police, Security, Outside Services and Photography (POPPS) will host its annual Crime Prevention and Safety Fair "Protecting You In This Changing World" Oct. 14, from 11 am to 3 pm under the Bulfinch Tent. A variety of demonstrations, displays and tables will feature topics such as crime prevention, community policing, safety tips for all ages and Internet safety.

Case Management Week

The MGH will celebrate Case Management Week Oct. 12 to 16. A case management information table will be located in the Main Corridor Oct. 12 and 14, from 8 am to 4 pm. Brochures about the department, commonly asked questions about post-acute services and Medicare information will be available. The third annual Case Management Variety/Change Show will be held Oct. 14 at 3 pm in the Meltzer Auditorium at the Massachusetts Eye and Ear Infirmary. For more information, call Anna Carson at (617) 726-8184 or Melissa Robinson at (617) 724-7474.

Training and Workforce Development fall courses

The MGH Training and Workforce Development office has released its Fall 2004 course offerings. For a complete list of classes, visit *http://is.partners.org/hr/training.html*.

New Employee Business Expense policy

Partners has instituted a new Employee Business Expense policy for all employees at Partners and its affiliates. The policy replaces the former Partners Travel and Entertainment Policy. The policy and forms can be found at *http://intranet.partners.org/common/*. Employees are encouraged to review the policy and begin to use the forms and processes described immediately. For more information, call Marilyn Lugenbeal at (617) 724-2232 or Sally Mason Boemer at (617) 724-4537.

Calling all marathon runners

Marathoners interested in running the 2005 Boston Marathon to raise money for the MGH should call Chris Lojko at (617) 724-2818 or Jeanmarie Hosey at (617) 724-6410. Interested runners must be in good physical condition and willing to meet the minimum fundraising commitment.

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www.massgeneral.org/news/

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(617) 726-2206

Does Carlos Rivera, of MGH Environmental Services, have the power? Find out who does Oct. 18. *Hint:* It involves an annual hospitalwide campaign to help those in the Greater Boston area who are in need.

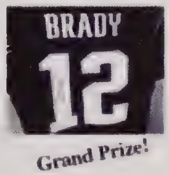
October 15, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers move in to the Yawkey Center and celebrate its opening

Grand Prize!



You're Invited

**Join Dr. Slavin and
Mr. Milton Little
from the United Way**

2004 United Way Kickoff Party

You've got the Power!

When: Monday October 18th, 2004

Where: Bulfinch Tent

Time: 1:30-3:30pm

Second and Third Shifts: Join us adjacent to Coffee Central from 10:30-11:30 pm 10/18/04!

MGH welcomes new Yawkey Center to the family

The MGH marked a momentous milestone this week with the celebration of the opening of the Yawkey Center for Outpatient Care. A ribbon-cutting ceremony and open house sessions were held Oct. 13 to welcome patients, staff and guests and to thank the many people who contributed to the planning, building and opening of the center.

"The opening of the Yawkey Center marks a new era in patient care at our hospital," said Peter L. Slavin, MD, president of the MGH. "I want to thank everyone who contributed to making this dream a reality. Their months of planning, hard work and unflagging dedication have made it possible for the MGH to continue to provide excellent outpatient care."

Speakers at the events included Slavin; Boston Mayor Thomas Menino; Edward Lawrence, chair of the MGH Board of Trustees; Michael Jellinek, MD, former senior vice president of MGH Administration; Jack Connors, chairman of the Partners Board of Trustees; David Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization; James J. Mongan, MD, president and CEO of Partners HealthCare; Gerald Austen, MD, chairman of the MGH Chiefs Council; and John Harrington of the Yawkey Foundation.

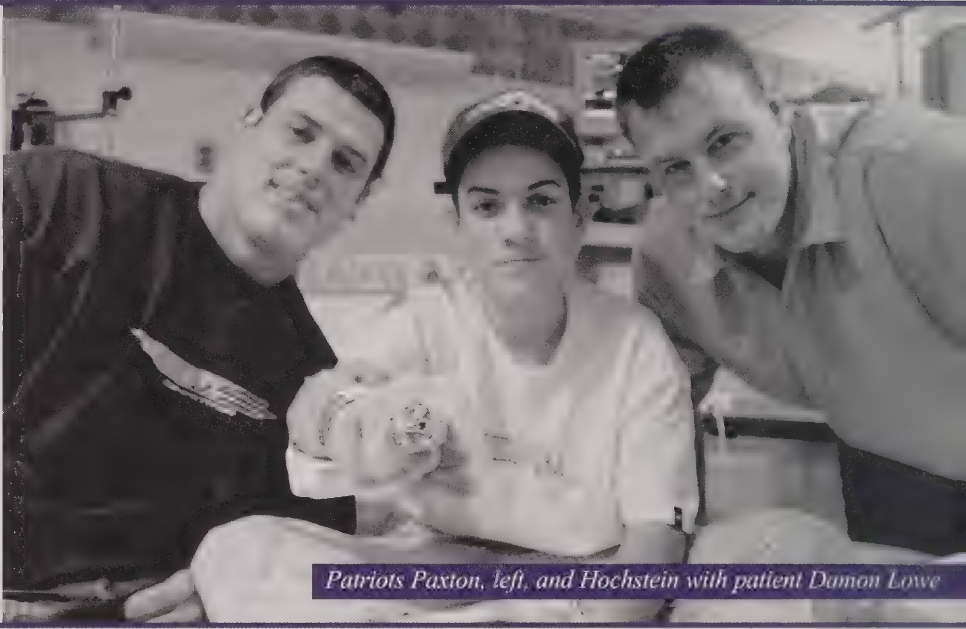
The 10-story Yawkey Center provides approximately 400,000 square feet of additional space for the outpatient activities of MassGeneral Hospital for Children, the Musculoskeletal Program, Cardiology, Women's Health and Radiology. The MGH Cancer Center and the In Vitro Fertilization Unit will relocate to the Yawkey Center in December.

The center was named after Jean R. Yawkey and her husband, Tom, who owned the Boston Red Sox for 59 years. Jean Yawkey received her medical care at the MGH and was a strong advocate of the work of the hospital. Since her death, the Yawkey Foundation's trustees have continued her tradition of charitable giving to the MGH, including a $25 million donation in 2002 that helped make the center possible.

"I know Jean would have been very happy today to celebrate the opening of this center," said Harrington. ●

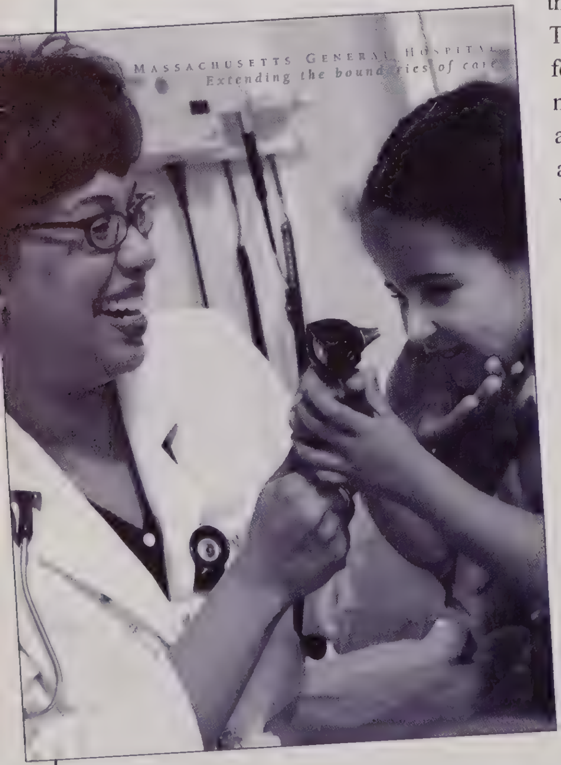
Back for more: Patriots visit the MGH

Many **MGH** pediatric patients were able to meet their sports idols Oct. 5 when members of the New England Patriots visited the hospital throughout the day. Stephen Neal, number 61; Eric Alexander, number 49; Lonie Paxton, number 66; Ty Warren, number 94; Russ Hochstein, number 71; and Larry Izzo, number 53, posed for pictures and signed autographs for the young patients.


Patriots Paxton, left, and Hochstein with patient Damon Lowe

Extending the boundaries of care

Mallika Marshall, MD, of the MGH Chelsea HealthCare Center, is a recognizable face often seen locally on the CBS-4 News and nationally on the CBS Evening News giving sought-after health care advice. Now, Marshall is gracing the cover of the MGH publication "Extending the Boundaries of Care," that was distributed throughout the hospital this week. The publication features physicians, nurses, researchers and patients, and offers a glimpse into the variety of programs and services at the MGH. The hospital's financial statistics and leadership lists also are included in the publication, which is produced by the MGH Public Affairs Office. For copies of the publication, call (617) 726-2206. ●


MASSACHUSETTS GENERAL HOSPITAL
Extending the boundaries of care

Who's got the power?

Diana Lo of **MGH Research** has the power to make a difference. As a United Way donor, she can help a young person today become a successful scientist tomorrow. United Way is launching a new program in collaboration with companies in the life science industry to help prepare young people for rewarding careers in math, science and technology-related industries. Lo and other MGHers will be featured in an MGH United Way poster series that will be seen throughout the hospital during the United Way campaign that begins Oct. 18 with a special kickoff celebration *(See page 1)*. This year's campaign slogan is "You've got the power."

Ether Day 2004

October 15

Each year on Ether Day, the MGH recognizes employees for their dedication and length of service. On Oct. 15, the following employees will be recognized for their years of service to the hospital community.

For Sixty Years

John Crawford, *Pediatric Service*
Alexander Leaf, *Medicine*
Avery Weisman, *Psychiatry*
Earle Wilkins, *Surgery*

For Fifty Years

K. Frank Austen, *Medicine*
Daniel Caufield, *Buildings and Grounds*
John Dalton, *Medicine*
C. Miller Fisher, *Neurology*
Oscar Starobin, *Medicine*

For Forty-five Years

Donald Annino, *Pediatric Service*
Howard Baden, *Dermatology*
George Battit, *Anesthesia*
Patricia Beckles, *Nursing*
Lillian Cosman, *Health Information Services*
G. Dickersin, *Pathology*
Murray Janower, *Radiology*
Robert Lees, *Medicine*
Herbert Levine, *Psychiatry*
John Little, *Radiology*

For Forty Years

Annie Ablorh, *Burn and Trauma Services*
Guy Barnett, *Medicine*
Paul Chapman, *Neurosurgery*
A. Benedict Cosimi, *Surgery*
John Drake, *Surgery*
Mark Field, *Psychiatry*
Kathleen Grady, *MGH Photography*
Stanley Grzybek, *Biomedical Engineering*
Raymond Hawkins, *Surgery*
Deborah Hill, *Chelsea HealthCare Center*
Cyrus Hopkins, *Medicine*
Mildred Johnson, *Hematology/Oncology Unit*
Jerome Kagan, *Pediatric Service*
Adolf Karchmer, *Medicine*
Michael Lewis, *Surgery*
Mary Lynch, *Nursing*
Barbara Mahoney, *Nursing*
James McFarland, *Medicine*
Christine Mcglory, *Revere HealthCare Center*
Martin Mihm, *Pathology*
Zigmunt Pozatek, *Oral and Maxillofacial Surgery*
Daniel Shannon, *Pediatric Service*
Joel Umlas, *Pathology*

For Thirty-five Years

Carolyn Anderson, *Nursing*
Bernard Aserkoff, *Medicine*
Joseph Avruch, *Medicine*
Ross Baldessarini, *Psychiatry*
Margaret Bauman, *Pediatric Service*
Donna Blakely, *Emergency Services*
Sandra Boyd, *Women's Health Associates*
John Bufford, *Environmental Services*
Daniel Burdick, *Materials Management*
Daphne Burgess, *Nursing*
Helene Burrows, *Surgery*
Ruth Burrows, *Nursing*
Pauline Buszkiewicz, *Clinical Care Management Unit*
Michael Byrne, *Rheumatology & Allergy Associates*
Louisa Cardillo, *Radiology*
Diane Carroll, *Nursing*
Lorraine Concannon, *Radiology*
Judy Cote, *Main Operating Room*
W. Robert Courey, *Radiology*
Kathleen Creedon, *Nutrition and Food Services*
William Crowley, *Medicine*
Ann Daniels, *Social Services*
Zareh Demirjian, *Medicine*
Margaret Donovan, *Nursing*
Lambertus Drop, *Anesthesia*
Sherry Edson, *Nursing*
Joan Elkin, *Hematology/Oncology Unit*
Mary Lin Farrell, *Surgery*
Warren Foote, *Psychiatry*
Karen Gacicia, *Infectious Disease Unit*
Edna Gavin, *Nursing*
Thomas Glick, *Neurology*
Eileen Godlewski, *Nursing*
Herman Gold, *Medicine*
Joel Habener, *Medicine*
Paul Hagen, *Police and Security*
Harley Haynes, *Dermatology*
Alice Headley, *Urology*
Mike Hennessey, *Biomedical Engineering*
Ben Hester, *Radiology*
Martin Hirsch, *Medicine*
Edward Hoffer, *Medicine*
Marva Johnson, *Admitting Services*
Joanne Joyce, *Emergency Services*
David Kaufman, *Radiology*
Yung Kim, *Pharmacy*
Richard Kitz, *Anesthesia*
Ira Lable, *Psychiatry*
John Maciaszczyk, *Police and Security*
George MacNeil, *Buildings and Grounds*
Robert Mancuso, *Biomedical Engineering*
Herbert Mathewson, *Pediatric Service*
James May, *Surgery*
Ellen McKinnon, *Charlestown HealthCare Center*
Sally Millar, *Office of Patient Advocacy*
Jean Nardini, *Nursing*
Judith Newell, *Nursing*
Steven Nickman, *Psychiatry*
Janice Nicosia, *Cardiology Division*
Arthur Papas, *Psychiatry*
Stephen Parker, *Neurology*
John Parrish, *Dermatology*
Kathryn Pazola, *Nursing*
Aurora Perez, *Clinical Pathology*
Joanne Peters, *Nursing*
Edwin Prien, *Medicine*
George Prout, *Urology*
John Ryan, *Anesthesia*

K. Frank Austen, MD (50 years)

After graduating from Harvard Medical School (HMS) in 1954, K. Frank Austen, MD, came to the MGH to complete his internship and residency in the Department of Medicine, later becoming chief medical resident. Austen also completed research fellowships with the U.S. Army Medical Corps, the National Institute for Medical Research in London, and at Johns Hopkins School of Medicine in immunochemistry, immunology, and microbiology respectively. From 1964 to 1966, Austen served as chief of the MGH Pulmonary Unit, and in 1965, he was appointed as an associate professor of Medicine at HMS, rising to the rank of professor in 1969. Austen has won numerous awards and honors including the Distinguished Investigator Award from the American College of Rheumatology, the Kober Medal from the Association of American Physicians and the Warren Alpert Prize from HMS. He is a member of the National Academy of Sciences and is a trustee of Amherst College.

Judith Sacco, *Nursing*
John Schena, *Buildings and Grounds*
Rosemarie Srebnick, *Dermatology*
Mary Stanyer, *Main Operating Room*
Jean Sullivan, *Pulmonary and Critical Care Unit*
Owen Surman, *Psychiatry*
Edward Tabb, *Nutrition and Food Services*
Maureen Tedesco, *Pediatric Service*
George Thibault, *Medicine*
Kathleen Tiberii, *Nursing*
Christopher Tiglianidis, *Buildings and Grounds*
Joseph Viola, *Biomedical Engineering*
William Walker, *Pediatric Service*
Helen Williams, *Anesthesia*

Daniel Caufield (50 years)

Daniel Caufield currently is a project manager for the Buildings and Grounds department, but has held several positions since he started his career as an electrician's helper at the MGH in 1954. Since then, Caufield's career has included an electrician motor man, an assistant foreman, foreman of the Electric Shop, and in his spare time, he became a founding member of the MGH bowling and softball teams, both of which he still participates in today. According to his friends and coworkers, Caufield is very dedicated to the MGH. "He is an outspoken guy who always believes that the hospital comes first," says one of his colleagues. During his time working in the Motor Department, Caufield developed his own preventive maintenance system using index cards and hand-painted numbers on the motors, a system that his coworkers attribute to the longevity of some of the motors that still bare his hand-painted signature.

Thirty Years

Anthony Zingarelli, *Radiology*
Patricia Awbrey, *Nursing*
Lynda Bessette, *Radiology*
Jo Birdsey, *Revere HealthCare Center*
Judith Blatchley, *Psychiatry*
Charles Boucher, *Medicine*
Stephen Bradley, *Radiology*
F. Richard Bringhurst, *Medicine*
Melvin Brooks, *Police and Security*
Barbara Chase, *Chelsea HealthCare Center*
Alfred Collins, *Pathology*
Stephen Conley, *Pathology*
Jane Connolly, *Admitting Services*
Khloe Conte, *Primary Care Administration*
Marian Damato, *General Clinical Research Center*
Lue Davis, *Neurology*
Frederic deBros, *Anesthesia*
Jacquelin Dembro, *Nursing*
Wendy Demille, *Renal Unit*
Lorraine Dennis, *Professional Billing Office*
Margaret Doucette, *Bulfinch Medical Group*
Mary Dutka, *Nursing*
Sally Ebeling, *Pathology*
Janice Erlandson, *Nursing*
Clarence Evans, *Materials Management*
William Falk, *Psychiatry*
Kathleen Famiglietti, *Laboratory of Computer Science*
Leslie Fang, *Medicine*
William Farinelli, *Dermatology*
Panfilo Federico, *Molecular Biology*
Kevin Ford, *Health Information Services*
Maria Garcia, *Nursing*
Leo Gerweck, *Radiation Oncology*
Loretta Harhen, *Research Management*
Jeffrey Harris, *Medicine*
Judith Holden, *Microbiology Labs*
Joan Holmes, *Gillette Center for Women's Cancers*
John Hughes, *Police and Security*
Christine Hurley, *Nursing*
G. Johnson, *Medicine*
Rosemarie Joyce, *MGH Everett Family Care*
Georgia Kekis, *Microbiology Labs*
Stephen Kleinman, *Psychiatry*
Daniel Kopans, *Radiology*
Katharine Kosinski, *Pathology*
Marie Leblanc, *Nursing*
Li-Yue a Lee, *Pathology*
Steven Levisohn, *Medicine*
Henry Llewellyn, *Radiology*
Virginia Lucas, *Clinical Pathology*
James Luisi, *North End Community Health Center*
Nancy MacDonald, *Surgery*
Bernice MacIntyre, *Revere HealthCare Center*
Randolph Maloney, *Surgery*
Douglas Mathisen, *Surgery*
Charles McCabe, *Surgery*
Jean McCarthy, *Nursing*
Robert McCluskey, *Pathology*
John McKinlay, *Medicine*
Cynthia McLernon, *Main Operating Room*
Robert Meyer, *Pediatric Service*
Carol Milbury, *Medicine*
Brenda Miller, *Nursing*
Diane Mitchell, *Mass General West Medical Group*
Jo Anne Monahan, *Main Operating Room*
Richard Moore, *Radiology*
Mary Moskowitz, *Psychiatry*
Deborah Moynihan, *Nursing*
Peter Mueller, *Radiology*
Margaret Murtagh, *Microbiology Labs*
Annmarie Nichols-Stout, *Anesthesia*
James O'Connell, *Orthopædics*
Ann O'Donnell, *Nursing*
Igor Palacios, *Medicine*
Richard Pingree, *Medicine*
Shirley Prescod, *Nursing*
Mary Redford, *Nursing*
Kathleen Rogers, *Nursing*
Jerrold Rosenbaum, *Psychiatry*
Lorraine Sacco, *Chemistry*
Robert Sawicki, *Medicine*
Joan Schwab, *Bulfinch Temporary Services*
Linda Shafer, *Psychiatry*
Linda Shwartz, *Main Operating Room*
Denise Sidorowicz, *Chelsea HealthCare Center*
Carol Simonds, *Anesthesia*
Brenda Simpson, *Pediatric Service*
Brenda Smith, *Nursing*
Benson Snyder, *Psychiatry*
Jean Spargo, *Microbiology Labs*
Ruth Stokes, *Emergency Services*
Peter Tam, *Chemistry*
Virginia Tashjian, *Nursing*
Mark Tlumacki, *Nursing*
William Tomford, *Orthopædics*
Cynthia Tracy, *Main Operating Room*
Deborah Uhlendorf, *Nursing*
Jane Weir, *Nursing*
Sylvia Weld, *Neurosurgery*
Jack Wittenberg, *Radiology*

For Twenty-five Years

Susan Aguiar, *Main Operating Room*
Gail Alexander, *Nursing*
Julie Angueira, *Nursing*
Neil Aronin, *Neurology*
Ann Austras, *Nursing*
William Baker, *Massachusetts General Physicians Organization*
Betty Barrett, *Nursing*
Emilyn Bellavia, *Nursing*
Joseph Biederman, *Psychiatry*
Charles Bragdon, *Orthopædics*
Maureen Brown, *Nursing*
Valerie Buckley, *Anesthesia*
Jane Bujold, *Nursing*
Ferdinando Buonanno, *Neurology*
Veronica Cacciola, *Nursing*
Mary Cadigan, *Cardiology Division*
Sharon Campbell, *Pathology*
Kathleen Capeless, *Clinical Care Management Unit*
Carol Card, *Nursing*
Carolyn Catinazzo, *Dermatology*
Cynthia Chadbourne, *Radiology*
Francette Chappell, *Environmental Services*
Betty Chin, *Buildings and Grounds*
Lucy Chou, *Microbiology*
Nicholas Ciampa, *Environmental Services*
Martha Collette, *Psychiatry*
Claire Conlan, *Charlestown HealthCare Center*
Mary Connolly, *Social Services*
Susan Croteau, *Preadmission Clinic*
Marianna Crowley, *Anesthesia*
Rosemary Daggett, *Anesthesia*
Sylvester Daley, *Nutrition and Food Services*
Louise Dattoli, *Development and Major Gifts*
Jeff Davis, *MGH Human Resources*
Steven Dawson, *Radiology*
John Der Ananian, *Anesthesia*
M. Desmond, *Pediatric Service*
Gail Dickson, *Psychiatry*
Anthony DiGiovine, *Nursing*
Richard Duke, *Biomedical Engineering*
Catherine Eberly, *Anesthesia*
Erica Edwards, *Nursing*
Theresa Ewing, *Primary Care Administration*
Kathleen Farrell-Alexander, *Nursing*
Donna Felsenstein, *Medicine*
Gloriosa Fenol, *Nursing*
Carol Ferrandi, *Dermatology*
Jessica Fewkes, *Dermatology*
Jay Fishman, *Medicine*
Elayne Fodeman, *Nursing*
Mary Foley, *Radiology*
Ernestine Forbes, *Cardiology Division*
Mason Freeman, *Medicine*
Reina Galindo, *Nursing*
Stephanie Gallico, *Surgery*
Kenneth Giannino, *Chemistry*
Kathleen Gill-Body, *MGH Institute of Health Professions*
Jeanne Giovino, *Nursing*
Margaret Gittens, *Nutrition and Food Services*
Neil Gore, *Psychiatry*
Rosemary Grannum, *Nursing*
Diana Grobman, *Nursing*
Joseph Hall, *Buildings and Grounds*
Jane Hardiman, *Anesthesia*
Linda Hardy, *Emergency Services*
Kathleen Healey, *Chelsea HealthCare Center*
Robin Herrmann, *Nursing*
Linda Honeycutt, *Orthopædics*
Robert Hughes, *Medicine*
Dorothy Iosua-Gonzales, *Nursing*
Willie Jackson, *Nursing*
Rita Jaghoo, *Nursing*

Judith Jeddrey, *Nursing*
Michael Jenike, *Psychiatry*
Christina Johnson, *Clinical Pathology*
Cynthia Johnson, *Nursing*
Douglas Johnson, *Medicine*
Frank Joseph, *Clinical Pathology*
Julia Kahn, *Radiation Oncology*
Anthony Kapadoukakis, *Radiology*
Susan Kattapuram, *Radiology*
Bruce Kaynor, *Pathology*
Elizabeth Kelly, *Cardiology Division*
Patricia Kelly, *Emergency Services*
O. King, *Dermatology*
Diane Kovacev, *Dermatology*
John Kroon, *Environmental Services*
Karen Laliberte, *Nursing*
Glenn LaMuraglia, *Surgery*
Ann Lapierre, *Cardiology Division*
Denise Lauria, *Nursing*
Colin Lawson, *Nursing*
Linda Leahy, *Psychiatry*
Mary Lee, *Bulfinch Temporary Services*
Joseph Leong, *Radiation Oncology*
Zelma Licorish, *Nutrition and Food Services*
Robert Lincoln, *Nursing*
Cheryl Lippi, *Nursing*
William Long, *Medicine*
Ellen Macdonald, *Nursing*
Elizabeth Maclellan, *Clinical Care Management Unit*
Michael Manning, *Operating Room Administration*
Noreen Manning, *North End Health Center*
Carol Markus, *Patient Care Services*
Linford Martin, *Nutrition and Food Services*
Maria Marzullo, *Internal Medicine*
Eileen Mcadams, *MGH Everett Family Care*
Mary Elizabeth McAuley, *Nursing*
Daniel McAuliffe, *The Center for Integration of Medicine and Innovative Technology*
Madeleine McGarry, *Nursing*
Donna McKay, *Nursing*
Charles McKitrick, *Medicine*
Michael Meskell, *Chemistry*
Ralph Minear, *Pediatric Service*
Karen Minyard, *Endocrine Unit*
Erasmo Mitrano, *Pharmacy*
Mary Moir, *Neurology*
Richard Moscicki, *Medicine*
Kizito Muliro, *Nursing*
Sean Murray, *Health Information Services*
Jennifer Neves, *Preadmission Clinic*
Rebecca Niloff, *Pediatric Service*
Dennis Norman, *Psychiatry*
Cheryl Oliver, *Cardiology Division*
Jean Onelli, *Health Information Services*
Martin Ostro, *Medicine*
Edwin Palmer, *Radiology*
Ellie Petillo, *Obstetrics and Gynecology Service*
Anne Picariello, *Dermatology*
Dennis Picariello, *Police and Security*
Susan Pierce-Chana, *Nursing*
Roland Pierre, *Materials Management*
Patricia Pires, *Nursing*
James Quinn, *Anesthesia*
Margaret Ramage, *Nursing*
Jennifer Rathbun, *Psychiatry*
Maryalyce Romano, *Nursing*
Carl Rosenbloom, *Pediatric Service*
Michael Russell, *Radiation Oncology*
Cecelia Schieve, *Emergency Services*
Eveline Schneeberger, *Pathology*
Eva Schoenfeld, *Psychiatry*
Sarah Sciretta, *Nursing*
Barbara Shepard, *Pediatric Service*
Katherine Sims, *Neurology*
Nathaniel Sims, *Anesthesia*
Daniel Singer, *Medicine*
Margaret Skarinka, *Main Operating Room*
Christopher Sorrento, *Buildings and Grounds*
Robert Steiber, *Buildings and Grounds*
Thomas Sterne, *Medicine*
Patricia Surabian, *Main Operating Room*
Ernest Tabb, *Nutrition and Food Services*
Concetta Tecce, *Professional Billing Office*
Delores Thorne, *Nursing*
Mary Toomey, *Nursing*
Susanne Toomey, *Nursing*
Kettly Vilbrun, *Nursing*
Mark Vonnegut, *Pediatric Service*
Stan Wasserman, *Surgery*
Muriel Weckstein, *Psychiatry*
Harriet Weinstein, *Cardiology Division*
Arnold Weiss, *Oral and Maxillofacial Surgery*
Joseph Wilkes, *Oral and Maxillofacial Surgery*
Caroline Williamson, *Revere HealthCare Center*
Franseco Wilson, *Nursing*
Ellen Wilson Melchionno, *Pathology*
Brenda Woods, *Clinical Pathology*
Ann Yee Lau, *Microbiology*
Paul Zusky, *Psychiatry*

For Twenty Years

Jerome Ackerman, *Radiology*
Dena Alioto, *Pharmacy*
Wendy Applegate, *Admitting Services*
Andrew Arnold, *Medicine*
Diane Barker, *Obstetrics and Gynecology Service*
Devora Baronofsky, *Nursing*
Cynthia Barry, *Nursing*
Paul Batista, *MGH Photography*
Leah Berthold, *Pediatric Service*
Dorothy Booth, *Radiology*
Kim Bowker, *Nursing*
Stephen Boylan, *Cancer Data Registry*
Joseph Braidt, *Pathology*
Xandra Breakefield, *Neurology*
Stuart Brink, *Pediatric Service*
Ellen Brown, *Nursing*
Susan Brown, *Psychiatry*
Pamela Brown-Early, *Respiratory Care Services*
Marie Brownrigg, *Physical Therapy Services*
Kelley Burke, *Emergency Services*
Maria Buttolph, *Psychiatry*
Kathleen Carbone, *Clinical Pathology*
Juan Cardona, *Materials Management*
Ann Casey, *Mass General West Medical Group*
Djems Cazeau, *Radiology*
Tien-Lan Chang, *Pediatric Service*
Alice Chaput, *Chelsea HealthCare Center*
David Christiani, *Medicine*
Patricia Clougherty, *Registrar/Credentialing Unit*
Joan Coburn, *Finance*
Lee Cohen, *Psychiatry*
MaryAnn Columbia, *Anesthesia*
James Cooley, *Pediatric Service*
Muriel Corcoran-Ryan, *Cardiology Division*
Kristine Cote, *Nursing*
Jacqueline Crowell, *Clincal Care Management Unit*
Paul Culliton, *Urology*
Lisa Degrandis, *Nursing*
Brenda Delaney, *Nursing*
Thomas Deutsch, *Dermatology*
Lynn Devaney, *Surgery*
Nancy Dibona, *Nursing*
Maud Dorsainvil, *Nursing*
Janet Hall, *Medicine*
E. Bruce Hamaty, *Pathology*
Mark Handschumacher, *Cardiology Division*
Cecile Hannon, *Nursing*
Margaret Hegarty, *Pulmonary and Critical Care Unit*
Susan Henderson, *Nursing*
James Hickey, *Radiology*
Robert Hillberg, *Medicine*
Ruth Hobbs, *Pharmacy*
Ellen Hutchinson, *Nursing*
Lisa Ireland, *Nursing*
David Irons, *Pediatric Service*
Ann Jampel, *Physical Therapy Services*
Robert Kacmarek, *Respiratory Care Services*
Paulette Kaminskas, *Emergency Services*
Susan Kaye, *Nursing*
Stuart Kigner, *Orthopædics*
Michael Kingston, *Operating Room Administration*
Mary Knab, *MGH Institute of Health Professions*
Christie Kuo, *Cardiology Division*
Joseph Kvedar, *Dermatology*
Kathleen Sweeney Laing, *Pulmonary and Critical Care Unit*
Michelle Lander, *Nursing*

John Dalton, MD (50 years)

John C. Dalton, MD, graduated from Harvard Medical School in 1950 and then completed his internship at what was then known as Boston City Hospital. He then spent three years of his residency working at three different Harvard Medical School Services – the Thorndike Memorial Laboratory at Boston City Hospital, a cardiac residency at the MGH, and an assistant medical residency at the Peter Bent Brigham, which later became Brigham and Women's Hospital. These residencies were interrupted when he was called to serve in the Marine Corps for two years during the Korean War. In 1956, he opened his practice in Internal Medicine on Beacon Street in the Back Bay. A group of his patients contributed funds to name the 16th Floor of the Ellison Building in his honor when he celebrated his 40th anniversary of service to the hospital.

Annabel Edwards, *Anesthesia*
Nancy Edwards, *Nursing*
Masha Etkin, *Obstetrics and Gynecology Service*
Alan Fischman, *Radiology*
Susan Fisher, *Social Services*
Anne Fitzgerald, *Main Operating Room*
Susan Gage, *Nursing*
Marilyn Gifford, *Nursing*
Whitfield Goodman, *Nursing*
Robert Goulet, *Respiratory Care Services*
Carole Gruszka, *Nursing*
Maureen Laughlin, *Nursing*
Gabor Lazar, *Molecular Biology*
Susan Leavitt, *Nursing*
Ethan Lerner, *Dermatology*
Daria Lesanto, *Nursing*
James Lopes, *Main Operating Room*
Maria Lopez-Bresnahan, *Neurology*
Judith Lynch, *Nursing*
Karen MacCormack, *Nursing*
John MacDonald-Hilton, *Nursing*
Lisa MacInnis, *Pathology*
Claire MacIsaac, *Nursing*

Ann Malley, *Surgery*
Keith McCarthy, *Materials Management*
Robert McDonough, *Operating Room Administration*
Carolyn McKinley, *MGH Community Health Associates*
Christine McKinnon, *Bulfinch Temporary Services*
Livingston McLaren, *Operating Room Administration*
Susan Meminger, *Psychiatry*
Patricia Mian, *Emergency Services*
Kellie Mitchell, *Nursing*
Theresa Morris, *Clinical Care Management Unit*
Denise Mullaney-Maynard, *Cardiology Division*
Eileen Murphy, *Revere HealthCare Center*
Paula Murphy, *Social Services*
Constance Murphy-Cruz, *Nursing*
Hiyam Nadel, *Obstetrics and Gynecology Service*
Susan Nelson, *General Clinical Research Center*
John Niles, *Medicine*
Marjorie Noone, *Obstetrics and Gynecology Service*
Dorothy Noyes, *Cardiology Division*
Mary Page, *Nursing*
Jacqueline Palazola, *Radiation Oncology*
Sokha Pang, *Revere HealthCare Center*
Paul Pantano, *North End Community Health Center*
Helen Papele, *Nursing*
Roger Pasinski, *Pediatric Service*
Joel Pava, *Psychiatry*
Janice Pellegrine, *Nursing*
Michele Pender, *Nursing*
Marilyn Pike, *Medicine*
Sheila Preece, *Emergency Services*
Jacqueline Presswood, *Nursing*
William Puricelli, *Dermatology*
Helen Riess, *Psychiatry*
Phyllis Robertson, *Social Services*
Anthony Rosenzweig, *Medicine*
Patricia Rowell, *Volunteer Services*
Kristine Roy, *Nursing*
Joanne Sawyer, *Surgery*
Robert Scannell Jr., *Respiratory Care Services*
David Schoenfeld, *Medicine*
Patricia Scott, *Nursing*
Yinyee Seto, *Molecular Biology*
Chris Sharrett, *Nursing*
Janet Sherman, *Neurology*
Mindy Sherman, *Pediatric Service*
Amy Slater, *Medicine*
Peter Slavin, *MGH Administration*
Norma Soto, *Chelsea HealthCare Center*
Martha Southworth, *Social Services*
Nancy Speroni, *Radiology*
Donna Stamatis, *Radiation Oncology*
Janet Steele, *Infectious Disease Unit*
Deborah Sullivan, *Nutrition and Food Services*
Jack Szostak, *Molecular Biology*
Sandra Taylor, *Nursing*
Nancy Terres, *MGH Institute of Health Professions*
Donna Vadala, *Cardiology Division*
Howard Waldman, *Medicine*
Harriet Walker-Newton, *Cardiology Division*
Ellen Walsh, *Nursing*
Susan Warchal, *Emergency Services*
Debra Weinstein, *Medicine*
Debra Weinstein, *Massachusetts General Physicians Organization*
Joseph Whitehorn, *Psychiatry*
Millicent Williams, *Enviornmental Services*
Janet Wood, *Gillette Center for Women's Cancers*
Jonathan Worth, *Psychiatry*

C. Miller Fisher, MD (50 years)

C. Miller Fisher, MD, graduated from the University of Toronto Medical School in 1938 and later joined the Canadian and British Navy. After World War II, Fisher entered the field of neurology in 1946. He worked as a neurology pathologist in Montreal until 1954 when he moved to Boston and began his career in the MGH Neurology Department. During his distinguished career as a neurologist and associate neurology pathologist at the MGH, Fisher was instrumental in introducing important concepts to the field of stroke care. One of these major contributions was introducing the first use of anticoagulant drugs to prevent strokes in patients who were experiencing TIAs (transient ischemic attacks), a common disorder that leads to strokes. Today, he still continues some research work at the hospital.

For Fifteen Years

Stephen Abraham, *Medicine*
Jennifer Albert, *Nursing*
Keon Alford, *Materials Management*
Angel Alicea, *Environmental Services*
Frankie Allen, *Nursing*
Amira Alley, *Chemistry*
Deyvi Alonzo, *Environmental Services*
Harry Altenor, *Internal Medicine*
Joan Ames, *Mass General West Medical Group*
Elena Aristarkhova, *Neurosurgery*
Mark Ayanian, *Pediatric Service*
Anabell Baires, *Nursing*
Bruce Baldwin, *Materials Management*
Jack Baptista, *Nutrition and Food Services*
Ann Barber, *Nursing*
Hugo Barros, *Environmental Services*
Angelika Bartolomeo, *Brain Tumor Center*
Joycelyn Beaton, *Pathology*
James Beauchamp, *Nutrition and Food Services*
Anne Beaulieu, *Nursing*
Martha Belatchew, *Nursing*
Louvenia Bell, *Nutrition and Food Services*
Christina Biagiotti, *Physical Therapy Services*
Kathryn Binda, *Social Services*
Donald Bloch, *Medicine*
Michael Bodock, *Pharmacy*
Wayne Bourque, *Buildings and Grounds*
Julie Boussy, *Nursing*
Carol Breed, *Nutrition and Food Services*
Hans Breiter, *Radiology*
David Brown, *Emergency Services*
Emery Brown, *Anesthesia*
Cheryl Bunker, *Medicine*
Marco Burgos, *Nursing*
Maureen Butler, *Surgery*
Marylou Buyse, *Pediatric Service*
Abigail Caban, *Chelsea HealthCare Center*
Miguel Canizalez, *Environmental Services*
Sharon Cecca, *Chelsea HealthCare Center*
Leonard Cecere, *Chemistry*
Karen Celentano, *Emergency Services*
Ennio Chiocca, *Neurosurgery*
Tak-Ming Chiu, *Neurology*
Henry Chueh, *Medicine*
Raymond Chung, *Medicine*
Giovanni Ciampa, *Buildings and Grounds*
Donna Clark, *Oral and Maxillofacial Surgery*
Karin Cole, *Psychiatry*
Kathleen Conley, *Nursing*
Maura Copeland, *Psychiatry*
M. Cremens, *Medicine*
Mary Curcio, *Bulfinch Temporary Services*
Judith Curran, *Nursing*
Marjorie Curran, *Pediatric Service*
Stephanie Dailey, *Surgery*
Mary Daley, *Surgery*
Roberto Dejesus, *Orthopædics*
John Dello Russo, *Cutaneous Biology Research Center*
Veronica Delmoral, *Nutrition and Food Services*
Phyllis Dennehy, *Pediatric Service*
Marianne Ditomassi, *Nursing*
Carol DiVaio, *Orthopædics*
Apostolos Doukas, *Dermatology*
Guy Dubuisson, *Environmental Services*
Maria Escano, *Nursing*
Daniel Estok, *Orthopædics*
Lynne Evaul, *Nursing*
Jeannette Exilus, *Nursing*
Neslie Exilus, *Nutrition and Food Services*
Alva Fairbairn, *Nursing*
Maryanne Fallon, *Hematology/Oncology Unit*
Stephen Faraone, *Psychiatry*
Noor Faris, *Microbiology*
Mitchell Feldman, *Pediatric Service*
Marie Felix, *Environmental Services*
Maria Feliz-Mero, *Chelsea HealthCare Center*
Carlos Fernandez-del-Castillo, *Surgery*
Susan Ferreira, *Emergency Services*
Joanne Figliolini, *Mass General West Medical Group*
George Fiore, *Nursing*
Laurie Fitts, *Cutaneous Biology Research Center*
Deborah Fitzgerald, *Endocrine Unit*
Dale Ford, *Clinical and Professional Development*
Lauren Forsythe, *Materials Management*
Whitney Foster, *Nursing*
Nancy Gagliano, *Medicine*
Gertha Gard, *Nursing*
Monica Ghazal, *Nursing*
Elba Gibson, *Nursing*
Patricia Giulino, *Social Services*
Colleen Gonzalez, *Nursing*
Ramon Gonzalez, *Radiology*
Barrett Goodspeed, *Pathology*
Mary Gowing, *Nursing*
Irma Grajeda, *Nursing*
Georgia Green, *Chelsea HealthCare Center*
Steven Greenberg, *Neurology*
Tod Gulick, *Medicine*
Kathryn Hackett, *Nursing*
Frank Haluska, *Medicine*
Louise Hanscom, *Neurosurgery*
Robert Hanson, *Radiology*
Stacey Harris, *Admitting Services*
Edward Hart, *Neurology*
Dean Hashimoto, *Medicine*
Catherine Hayes, *Radiology*
David Henderson, *Psychiatry*
Neil Henderson, *Molecular Biology*

Ann Hobart, *Nursing*
Norma Holmes, *Infectious Disease Unit*
Sunnary Hong, *Hematology/Oncology Unit*
[illegible] Horvitz, *Neurology*
Lily Houy Prek, *MGH Community Health Associates*
Katherine Hurley, *Nursing*
Bradley Hyman, *Neurology*
Julie Ingelfinger, *Pediatric Service*
Keith Isaacson, *Obstetrics and Gynecology Service*
Ole Isacson, *Neurology*
Eric Isselbacher, *Medicine*
Joseph Jackson, *Anesthesia*
Phyllis Jackson, *Nursing*
Cynthia Jalbert, *Primary Care Administration*
Marie Jean-Francois, *Nursing*
Karen Johnson, *Nutrition and Food Services*
Elie Joly, *Environmental Services*
Elisenar Joly, *Nursing*
Laurence Katznelson, *Medicine*
Martha Kavanagh, *Nursing*
M. Kearns, *Psychiatry*
Ann Kelley, *Charlestown HealthCare Center*
Lisa Khaghani, *Chemistry*
Thomas Kinane, *Pediatric Service*
Elissa Koff, *Psychiatry*
Paula Kordis, *Surgery*
Julie Kotowski, *Radiology*
Robert Krinsky, *Health Information Services*
Joanne Lafrancesca, *Nursing*
Richard Lakeman, *Buildings and Grounds*
Michael Laposata, *Pathology*
Diane Lapuma-Carreiro, *Main Operating Room*
Gregorio Lazarus, *Nutrition and Food Services*
Karlene Lemieux, *Clinical Care Management Unit*
John Lester, *Neurology*
Stephen Lewis, *Health Information Services*
Caroline Liburd, *Nutrition and Food Services*
Gail LoPreste, *Pediatric Service*
Mary Lorenzen, *Surgery*
Mara Lorenzi, *Medicine*
Laurie Lynch, *Main Operating Room*
Mary Lynch, *Hematology/Oncology Unit*
Robert Lynch, *Pathology*
John MacDonald, *Radiation Oncology*
James MacLean, *Medicine*
Fareeda Mahmoud, *Nursing*
Patricia Mahoney, *Nursing*
Thomas Mahoney, *Police and Security*
John Marota, *Anesthesia*
Rosemary Marques, *Professional Billing Office*
Marie Marsan, *Nursing*
Genese Marseille, *Neurology*
Marcelino Martinez, *Nursing*
Teodoro Martinez, *Main Operating Room*
Sheila Masci, *Microbiology*
Ernest Mathews, *Neurosurgery*
Kathleen McCallum-Colantoni, *Nursing*
Lynne McCormack, *Nursing*
Barbara McGee, *Emergency Services*
Hirschel McGinnis, *Radiology*
Carol McGonagle, *Professional Billing Office*
James McIntyre, *Radiation Oncology*
Sharon McSweeney, *MGH Beacon Hill*
Deborah Meade, *Nursing*
James Meigs, *Medicine*
Phyllis Meisel, *Nursing*
Justino Mendes, *Environmental Services*
Rolando Mendez, *Pharmacy*
Ana Miller, *Nutrition and Food Services*
Christopher Miller, *Molecular Biology*
Joann Morgan, *Emergency Services*
Maureen Mullaney, *Nursing*
Patricia Mullen, *Nursing*
Marita Murray, *Blood Transfusion Service*
John Nagurney, *Emergency Services*
Jill Nelson, *Nursing*
Ann Neumeyer, *Neurology*
Karen O'Brien, *Medicine*
Maureen O'Brien-Hennessey, *Radiology*
Anne O'Keefe, *Bulfinch Temporary Services*
Sean O'Connell, *Materials Management*
Andrew Olsson, *Buildings and Grounds*
Joanne Oram, *Radiology*
Saadia Ortiz, *Clinical Pathology*
Ellen Pantzer, *Nursing*
Maria Papavasiliou, *Operating Room Administration*
Anne Paul, *Nursing*
Denise Pava, *Parking and Commuter Services*
Valsamma Plammoottil, *Pharmacy*
Lela Polivogianis, *Medicine*
Louise Powell, *Nursing*
Patricia Powers, *Emergency Services*
Jeanette Prendable, *Molecular Biology*
Josie Prentice, *Nursing*
Lori Pugsley, *Nursing*
Maribeth Rafferty, *Social Services*
Nadine Raphael, *Nursing*
Stephen Reardon, *Office of Patient Advocacy*
Perry Renshaw, *Psychiatry*
Oliverio Restrepo, *Environmental Services*
Christine Reuss, *Neurosurgery*
Manuel Reyes, *Operating Room Administration*
David Rivera, *Environmental Services*
S. Rivitz, *Radiology*
Eunice Rogaishio, *Microbiology*
Mary Rogers, *Nursing*
Bingni Rong, *Pharmacy*
Michael Rosbash, *Molecular Biology*
Ian Rosenberg, *Medicine*
Christo Saintil, *Environmental Services*
Leticia Sanchez, *Pharmacy*
Susan Sannella Fleming, *Physical Therapy Services*
Luis Santos, *Environmental Services*
Jose Saporta, *Psychiatry*
Ellen Sapp, *Neurology*
Antonio Sarandrea, *North End Health Center*
Joanna Scalfani, *Nursing*
Pamela Schaefer, *Radiology*
Arnold Scheller, *Orthopædics*
Jeremy Schmahmann, *Neurology*
Emmett Schmidt, *Pediatric Service*
John Schofield, *Pediatric Service*
Brenda Schwartz, *Nursing*
Lesley Secrest, *Nursing*
Margaret Seton, *Medicine*
Dennis Sgroi, *Pathology*
Wahidul Shaikh, *Health Information Services*
Carol Shea, *Nursing*
Christine Shea, *Transplant Surgery*
Carl Shelley, *Medicine*
Karen Sicotte, *Medicine*
Janet Silva, *Charlestown HealthCare Center*
Milton Silva, *Cutaneous Biology Research Center*
Ginesia Sipala, *North End Health Center*
Paula Spagnuolo, *Medicine*
Slyvain St. Georges, *Environmental Services*
Miguette St. Gerard, *Nursing*
Gloria Stack, *Chelsea HealthCare Center*
Steve Stapleton, *Environmental Services*
Yvonne Stewart, *Health Information Services*
Shirley Svizzero, *Health Information Services*
Christine Swanton, *Surgery*
Alphonse Taghian, *Radiation Oncology*
Stanley Tam, *Surgery*
Yat Tang, *Research Management*
Marie Thecka, *Clinical Pathology*
Tracey Timmins, *Nursing*
Mehmet Toner, *Surgery*
Joseph Vacanti, *Surgery*
Theresa Vachon, *Nursing*
Merylee Vanhouten, *Pediatric Service*
Carmen Vega-Barachowitz, *Nursing*
Hector Ventura, *Nursing*
Mimose Verrelien, *Nursing*
Maria Vieira, *Nursing*
Alejandro Villalba, *Environmental Services*
Theresa Visconti, *Pharmacy*
Sheila Volpicelli, *Medicine*
Patricia Von Titte, *Nursing*
Bau Vu, *Buildings and Grounds*
Patricia Wadman, *Radiology*
Zofia Walczak, *Blood Transfusion Service*
Maryann Walsh, *Patient Care Services*
Joanne Watson, *Nursing*
Linda Weinstein, *Registrar/Credentialing Unit*
Carla Welsh, *Admitting Services*
Brenda Whelan, *Nursing*

Oscar Starobin, MD (50 years)

Oscar Starobin, MD, began his 50-year relationship with the MGH in 1954 after graduating from Harvard Medical School (HMS). His service began while an intern in Medicine, followed by a residency in the Cardiac Department. During his time at the MGH, Starobin also was affiliated with St. Vincent Hospital in Worcester, Mass., serving as chief of Cardiology from 1985 to1988. Currently, Starobin serves as director of both the Clinical Cardiology Program and the adult Congenital Heart Clinic at the University of Massachusetts Medical School. In 1994, UMass Medical School voted him teacher of the year, and the class of 2000 voted him outstanding medical educator. He also currently is a clinical assistant in Medicine at HMS and at the MGH. Starobin has been a member of the American Heart Association and the New England Cardiovascular Society, and served as president of both organizations.

Robert White, *Operating Room Administration*
Michael Wilson, *Nursing*
William Woods, *Blood Transfusion Service*
Ramnik Xavier, *Molecular Biology*
Christine Yaffe, *Nursing*
Ming Yan, *Environmental Services*
Savy Yin, *Nursing*
Michael Yogman, *Pediatric Service*
Antoinette Zukowski, *Orthopædics*

For Ten Years

Richard Ahern, *Nursing*
Linda Alhart Reading, *Diabetes Unit*
Rosa Alonzo, *Nursing*
David Altshuler, *Molecular Biology*
Maria Alves, *Nursing*
Gilbert Arenaza, *Admitting Services*
Evelyn Arias, *Chelsea HealthCare Center*
Daniel Arons, *Medicine*
Judith Arrington, *Nursing*
Dedieu Augustin, *Nursing*
Jean Aunaxe, *Environmental Services*
Karen Austin, *Environmental Services*
Tania Baker, *Molecular Biology*
Bertha Barker, *Bulfinch Temporary Services*
Bruce Barlam, *Surgery*
Margaret Barlow, *Neurology*
Anne-Louise Barone, *Nursing*
Marie Barry, *Nursing*
Eleanor Beaudoin, *Nursing*
Suzanne Bender, *Psychiatry*
Robert Blatman, *Obstetrics and Gynecology Service*
Merinord Bosquet, *Environmental Services*
Jeff Bostic, *Psychiatry*
Mostafa Boudal, *Environmental Services*
Felicia Boyce, *Pharmacy*
Sylvie Breton, *Medicine*
Deborah Briggs, *Nutrition and Food Services*
Carlene Brown, *Surgery*
Elaine Budnik, *Pathology*
David Burke, *Physical Medicine and Rehabilitation*
William Burton, *Buildings and Grounds*
Allan Bush, *Psychiatry*
Margaret Byrnes, *Bulfinch Temporary Services*
Maryjo Cappuccilli, *Emergency Services*
Marie Casale, *Revere HealthCare Center*
Carole Cesar, *Environmental Services*
Stella Chan-Flynn, *Obstetrics and Gynecology Service*
Judy Chang, *Pathology*
Lin-Ti Chang, *Clinical and Professional Development*
Leonard Charbonneau, *Nursing*
Deborah Chase, *Respiratory Care Services*
Cynthia Chase-Klavenieks, *Nursing*
Wan-Ling Chiu, *Molecular Biology*
Peter Christmas, *Medicine*
Lisa Chyka, *Anesthesia*
Cheryl Cirillo, *Nursing*
Lillian Clark, *Nursing*
Lori Clark-Carson, *Nursing*
Susan Clifford, *Medicine*
Lisa Coleman, *Neurology*
Jeffrey Collins, *Medicine*
Adrian Colon, *Research Management*
Eileen Comeau, *Nursing*
Kathleen Conners, *Radiology*
Debra Connolly, *Gillette Center for Women's Cancers*
Virginia Constant, *Nursing*
Donna Cooper, *Medicine*
Joao Costa, *Environmental Services*
Luis Costa, *Environmental Services*
Mark Costa, *Medicine*
David Cousin, *Environmental Services*
Charlotte Cowan, *Pediatric Service*
Erin Cox, *Nursing*
Judith Craver, *Psychiatry*
Karen Crowley, *Nursing*
Carlos Cruz, *Materials Management*
Michael Cunningham, *Pediatric Service*
Debra Cupp, *Nursing*
Paul Cusick, *Medicine*
Nancy D'Antonio, *Nursing*
Donna Dalal, *Main Operating Room*
Carol Dame, *Mass General West Medical Group*
Karen Darocha, *Nursing*
Sonia Dasilva, *Women's Health Associates*
Patricia Daunais, *Chelsea HealthCare Center*
Antonieta Daveiga, *Main Operating Room*
Lance Davidow, *Molecular Biology*
Katherine Dawson, *Neurology*
Jonathan Delgado, *Molecular Biology*
William Delvalle, *Materials Management*
Maria Depina, *Nursing*
Patricia Dobson, *Internal Medicine*
Julie Donahue, *Nursing*
Patricia Donnellan, *Radiation Oncology*
David Doolittle, *Psychiatry*
Jean Dor, *Environmental Services*
Darin Dougherty, *Psychiatry*
Donna Downs, *Registrar/ Credentialing Unit*
Steven Drago, *Nursing*
Keith Dreyer, *Radiology*
William Driscoll, *Anesthesia*
Mark Droste, *Admitting Services*
Irene Duan, *Bulfinch Temporary Services*
Anne Dubitzky, *Managed Care*
Eric Dunkley, *Nursing*
Roland Eavey, *Pediatric Service*
Kristen Eckler, *Obstetrics and Gynecology Service*
Theresa Egan, *Bulfinch Medical Group*
Stephanie Eisenstat, *Medicine*
Jorge Enriquez, *Nutrition and Food Services*
Susan Falkowski, *Emergency Services*
Marie Fanfan, *Environmental Services*
John Fangman, *Medicine*
Kathleen Farmer, *Cardiology Division*
Alice Flaherty, *Neurology*
Mary Flanagan, *Nursing*
Patricia Flanagan, *Emergency Services*
Palma Fleck, *General Store*
George Flood, *North End Health Center*
Nancy Folding, *Internal Medicine*
Stacy Francis, *Pathology*
Michael Franklin, *Laboratory of Computer Science*
Elizabeth Friedlander, *MGH Institute of Health Professions*
Matthew Frosch, *Pathology*
Dai Fukumura, *Radiation Oncolog*
Anne Fulton, *Institute of Health Policy*
Steven Gardner, *Medicine*
Margaret Garvey, *Nursing*
Kathya Gavazzi, *Nursing*
Patricia Giangrande, *Professional Billing Office*
Kristi Gilman Pucillo, *Nursing*
Daniel Ginsburg, *Massachusetts General Physicians Organization*
Marie Gioiella, *Social Services*
Lauren Glickman, *Medicine*
Jennifer Golden, *Mass General West Medical Group*
Wanda Gonzalez, *Pediatric Service*
Michael Grasso, *Emergency Services*
Nancy Greeley, *Nursing*
Richard Greenberg, *Medicine*
Nicola Gribbin, *Hematology/Oncology Unit*
Amanda Grice, *Psychiatry*
Marion Growney, *Radiology*
Suzanne Guenette, *Neurology*
Brinda Gupta, *Pediatric Service*
Ibrahim Haboub, *Radiology*
Michael Hamblin, *Dermatology*
Catherine Hanley, *Nutrition and Food Services*
Christopher Harmon, *Psychiatry*
Kelly Hartman, *Infectious Disease U*
Elaine Heffernan, *Pediatric Service*
Emile Hercule, *Environmental Services*
Mary Hernandez, *Main Operating Room*
Steven Hernandez, *Pharmacy*
Manuel Higuera, *Nursing*
Christine Himawan, *Hematology/ Oncology Unit*
Dina Hirshfeld-Becker, *Psychiatry*
Sally Hooper, *Social Services*
Paul Hughes, *Emergency Services*
Christine Hurley, *Pediatric Service*
Besnik Jajaga, *Materials Management*
Jolanta Jakubowska, *Hematology/ Oncology Unit*
Mona Jeanty, *Nursing*
Elizabeth Johnson, *Nursing*
Hubert Johnson, *Surgery*
Marjorie Jones, *Nutrition and Food Services*
Leonard Kaban, *Oral and Maxillofacial Surgery*
Martha Kane, *Psychiatry*
Jing Kang, *Medicine*
Michael Karawski, *Pharmacy*
Joyce Keenan-Macdonald, *Emergency Services*
Kelly Kehoe, *Nursing*
Raymond Kelleher, *Neurology*
Kathleen Kennedy, *Medicine*
Edward King, *Buildings and Ground*
Linda Kradin, *Nursing*
Pierre Lafortune, *Nutrition and Food Services*

Avery Weisman, MD (60 years)

Avery Weisman, MD, is professor of Psychiatry (emeritus) at Harvard Medical School and a retired senior psychiatrist at the MGH. He also is the former principal investigator of Project Omega, a research study dedicated to study how patients cope with cancer and its ramifications. Weisman is certified in three specialties: psychiatry, neurology and psychoanalysis. In 1956, he founded the psychiatric consultation service at the MGH, which still bares his name. In its first year, 130 consultations were performed on the service, and nearly 3,000 annual initial consultations are conducted today. Weisman is the author of several books and numerous chapters and articles about existentialism, psychoanalysis, death and dying, vulnerability and coping with cancer. In 2002, he wrote his first fiction piece, *The Next Taboo: Curing Cancer Through Cannibalism*, which received excellent reviews.

Charro Lafratta, *Revere HealthCare Center*
Sherrin Langeler, *Obstetrics and Gynecology Service*
ane Lauer, *Obstetrics and Gynecology Service*
Benjamin Leder, *Medicine*
Raymonde Legerme, *Pharmacy*
Joan Levangie, *Nursing*
Leonard Levine, *Radiology*
Raymond Levy, *Psychiatry*
Charles Lin, *Dermatology*
Jennifer Lisciotti, *Nursing*
Carin Liu, *Nursing*
Chantha Long, *Interpreter Services*
Aurelio Lopez, *Environmental Services*
Kevin Loughlin, *Urology*
Leslie Loui, *Nursing*
Patricia Lowry, *Nursing*
Patricia Lynch, *Nursing*
Donna Macmillan, *Clinical Pathology*
Michael Maglia, *Professional Billing Office*
Shelli Mahan, *Medicine*
Michael Mahony, *Buildings and Grounds*
Palmina Manson, *Bulfinch Temporary Services*
Kathleen Marchetti, *Pediatric Service*
Edward Marianacci, *Radiology*
Beth McCabe, *Pediatric Service*
Sandra McCollin, *Nursing*
Talli McCormick, *MGH Institute of Health Professions*
dith McCurley, *Nursing*
ctoria McEvoy, *Pediatric Service*
Chris McGibbon, *Orthopædics*
Stacey McGlame, *Physical Therapy Services*
Mary McKinley, *Nursing*
Tracey McLean, *Nursing*
Donna Mearn, *Nursing*
Benjamin Medoff, *Medicine*
Janice Meisenhelder, *MGH Institute of Health Professions*
Omar Merino, *Environmental Services*
Ted Messemer, *Nursing*
Robert Michel, *Nutrition and Food Services*
Lawrence Miller, *Medicine*
Robin Miller, *Nursing*
Ana Miranda, *Health Information Services*
David Mischoulon, *Psychiatry*
Sonya Mitchell, *Hematology/Oncology Unit*
Robert Moir, *Neurology*
Carol Moore, *Pediatric Service*
Claire Moore, *Emergency Services*
Casimiro Moreno, *Research Management*
Mary Mott, *Nursing*
Daniel Muppidi, *Medicine*
K. Nash, *Pediatric Service*
Lorraine Nazzaro, *Hematology/Oncology Unit*
Gregory Neubauer, *General Clinical Research Center*
Bonnie Newhall, *Research Space Management Group*
Alice Newton, *Pediatric Service*
Nicole Nichols, *Main Operating Room*
Diane Nolan, *MGH Institute of Health Professions*
Ruta Nonacs, *Psychiatry*
Mary Norato, *Women's Health Associates*
Marie Noseworthy, *Nursing*
Mireille Ntab, *Neurology*
Denise O'Halloran, *Nursing*
Michael O'Leary, *Urology*
Gilmore O'Neill, *Neurology*
Lisa O'Neill, *Nursing*
Andrea Odierno, *Main Operating Room*
Susan Oliverio, *Medicine*
Mary Orencole, *Bulfinch Temporary Services*
Bernhard Ortel, *Dermatology*
Sonantea Ouk, *Revere HealthCare Center*
Aida Oyola, *Revere HealthCare Center*
Michael Panzara, *Neurology*
Katherine Parady, *Main Operating Room*
Amy Pasini, *Emergency Services*
Marianne Pastore, *Nursing*
Tajmohamed Pathan, *Cutaneous Biology Research Center*
Lucia Paz De Jimenez, *Nursing*
Melanie Pearsall, *Nutrition and Food Services*
Georgia Peirce, *Nursing*
Merlin Pena, *Chelsea HealthCare Center*
Susan Penava, *Psychiatry*
Carla Peterson, *Radiology*
Stephanie Peterson, *Nursing*
May Pian-Smith, *Anesthesia*
Richard Pieters, *Radiation Oncology*
Mercia Pinnock, *Nursing*
Elena Pittel, *Nursing*
Kathleen Pollara, *Nursing*
Bruce Price, *Neurology*
Michael Puniello, *MGH Institute of Health Professions*
Debra Purdy, *Nursing*
James Rabinov, *Radiology*
Edward Raeke, *Materials Management*
Fay Rafferty, *Nursing*
Jayaraj Rajagopal, *Medicine*
Susan Ramsey, *Development and Major Gifts*
Pauline Ratta, *Obstetrics and Gynecology Service*
David Read, *Cardiology Division*
Gregory Robbins, *Medicine*
Drucilla Roberts, *Pathology*
Mara Robinson, *Physical Therapy Services*
Marisol Rodriguez, *Chelsea HealthCare Center*
Rosa Rodriguez, *Operating Room Administration*
Jose Roman, *Environmental Services*
Diana Romero, *Chelsea HealthCare Center*
Jonathan Rosand, *Neurology*
Janice Roush, *Health Information Services*
Jane Russo, *Bulfinch Medical Group*
Susan Sabia, *Nursing*
Suzelle Saint Eloi, *Nursing*
Fatemeh Sajedieanfard, *Chemistry*
Lourdes Sanchez, *Volunteer Services*
Mayra Santana, *Chelsea HealthCare Center*
Rosemary Santiago, *Chelsea HealthCare Center*
Sandra Santos, *Ambulatory Care Practice Support*
Kenneth Sassower, *Neurology*
Marion Sawyer, *Nursing*
Sandra Scaccia, *Geriatric Medical Unit*
Alice Scholz, *Bulfinch Temporary Services*
David Scott, *Medicine*
Sharon Scott, *Social Services*
Junior Senat, *Nursing*
Erik Shank, *Anesthesia*
Po Shao, *Environmental Services*
Hassan Sharif, *Radiology*
Debra Shaw-Davis, *Physical Therapy Services*
Robert Sheridan, *Radiology*
Norma Sherwood, *Transplantation Biology Research Center*
Glenda Shuel, *Gillette Center for Women's Cancers*
Mary Simonelli, *Nursing*
Peggy Slasman, *MGH Public Affairs*
Jordan Smoller, *Psychiatry*
Olga Smulders-Meyer, *Medicine*
Diana Soldano, *Nursing*
Theresa Spollen, *Cardiology Division*
Susan Sprich, *Psychiatry*
Amy Steele-Bucci, *Charlestown HealthCare Center*
Milan Stojanovic, *Anesthesia*
Natalya Stolyarova, *Blood Transfusion Service*
Lawrence Stratton, *Medicine*
Kimberley Strazzullo, *Nursing*
Pamela Sullivan, *Nursing*
Tiffany Sum, *Oral and Maxillofacial Surgery*
Betilio Suncar, *Main Operating Room*
Jennifer Sweet, *Nursing*
Debra Sybertz, *Oral and Maxillofacial Surgery*
Andrew Tager, *Medicine*
Yeshi Tamiru, *Nursing*
James Taralli, *Pathology*
Diane Tarantino, *Bulfinch Temporary Services*
Arkey Taylor, *Anesthesia*
Jose Teixeira, *Surgery*
Siew Teoh, *Radiology*
Rosalba Theodosiou, *Health Information Services*
Diane Thibault, *Nursing*
Stephen Thomas, *Emergency Services*
Jean Timouche, *Environmental Services*
Audrey Tolman, *Psychiatry*
Susan Topley, *Hematology/Oncology Unit*
Thuhong Tran, *Nursing*
Tru Tran, *Research Management*
Kelly Trecartin, *Cardiology Division*
Virgen Troche, *Clinical Care Management Unit*
Hensin Tsao, *Dermatology*
Olga Tsukurov, *Pediatric Service*
John Twomey, *MGH Institute of Health Professions*
Elizabeth VanCott, *Pathology*
Dulce Veiga, *Health Information Services*
Kirstin Wadewitz, *Pharmacy*
Musu Wahkor, *Nursing*
Alison Walsh, *Nursing*
Laurel Ward, *Nursing*
Sarah Ward, *MGH Institute of Health Professions*
Billie Jo Watson, *Nursing*
Corrine Welt, *Medicine*
Paul Wernig, *Main Operating Room*
Kristin White, *Dermatology*
Walter White, *Admitting Services*
Gianna Wilkins, *Ambulatory Care Practice Support*
Pearl Williams, *Nursing*
Jean Williamson, *Cardiology Division*
Helen Willis, *Revere HealthCare Center*
Susan Willson, *Nursing*
Vivine Wilson, *Rheumatology & Allergy Associates*
Alan Witkower, *Psychiatry*
Brenda Woodbury, *North End Health Center*
Yong-Fu Xiao, *Medicine*
Yongguang Yang, *Surgery*
Rafael Zabala, *Radiology*
Fredda Zuckerman, *Social Services*
Pamela Zuckerman, *Pediatric Service*

For Five Years

Khalid Abbed, *Neurosurgery*
Saida Abdi, *Chelsea HealthCare Center*
Van Abreu, *Nursing*
Gregor Adams, *Medicine*
Marylyn Addo, *Medicine*
Lauren Adey, *Orthopædics*
Anjani Agarwala, *Bulfinch Temporary Services*
Adalgisa Aguasvivas, *Parking and Commuter Services*
Michael Agus, *Pediatric Service*
Chantalle Alcante, *Nursing*
Pascale Alcindor, *Nursing*
Leslie Aldrich, *Institute of Health Policy*
Michael Allard, *Development and Major Gifts*
Carmen Allen, *Nutrition and Food Services*
Marcus Altfeld, *Medicine*
Allan Amameda, *Main Operating Room*
Anthony Amato, *Neurology*
Lisa Anahory, *Obstetrics and Gynecology Service*

Erika Anderson, *Professional Billing Office*
Joaquim Andrade, *Environmental Services*
Carl Andrews, *Laboratory of Computer Science*
Milissa Annello, *Emergency Services*
Efstathios Antoniades, *Medicine*
Sudha Anupindi, *Radiology*
Gletter Aponte, *Nursing*
Giuliana Arcovio, *Radiology*
Karen Argrew, *Health Information Services*
Karen Armstrong, *Molecular Biology*
Paula Arnell, *Pathology*
Michael Aronoff, *Medicine*
Margaret Arsenault, *Clinical Care Management Unit*
Mary Artery, *Gillette Center for Women's Cancers*
Noune Artzrounian, *Nursing*
Kathleen Ash, *Massachusetts General Physicians Organization*
Maggie Ashby, *Nursing*
Holly Atlas, *Medicine*
Eyal Attar, *Medicine*
Jean Augustinack, *Radiology*
Margaret Ayer, *Massachusetts General Physicians Organization*
Nathalie Azar, *Surgery*
Ivy Babbitt, *Neuroendocrine*
Rose Bagley, *Professional Billing Office*
Lauren Baino, *Rheumatology & Allergy Associates*
Theresa Baker, *Preadmission Clinic*
Nancy Balch, *Pharmacy*
Patricia Ballas, *Nursing*
Jonathan Banks, *Pharmacy*
Maria Barbosa, *Environmental Services*
Joyce Barkin, *Internal Medicine*
Kristin Baronas, *Nursing*
James Barone, *Main Operating Room*
Dan Barouch, *Medicine*
Peter Barrett, *Pediatric Service*
Karen Barry, *Nursing*
Paul Bartush, *Volunteer Services*
Yadira Batista-Jones, *Clinical Pathology*
Shelly Bazes, *Bulfinch Temporary Services*
Kathryn Beauchamp, *Pediatric Service*
Mary Bedoya, *Health Information Services*
Javad Beheshti, *Pathology*
Susanna Benn, *Neurology*
Robert Bent, *Parking and Commuter Services*
Hideyuki Beppu, *Medicine*
Gary Bernklow, *Professional Billing Office*
Lauren Bernstein, *Medicine*
Amy Bertino, *Medicine*
Lars Bertram, *Neurology*
Margrit Betke, *Radiology*
Caroline Birks, *Medicine*
Shana Birnbaum, *Medicine*
John Bissonnette, *Pathology*
Steven Bittel, *Neurology*
Edward Bittner, *Anesthesia*
Lloyd Black, *Materials Management*
Heidi Blank, *Endocrine Unit*
Ronald Bleday, *Surgery*
Kendra Blue, *Nursing*
Bruce Bonnell, *Medicine*
Kenneth Botticelli, *Chemistry*
Barry Boudreau, *Police and Security*
Brenna Bounds, *Medicine*
George Bounoutas, *Endocrine Unit*
Maria Brandao, *Nursing*
Kelly-Ann Brathwaite, *General Clinical Research Center*
Michael Bromley, *Psychiatry*
Shannon Brophy, *Nursing*
Carmen Brown, *Hematology/Oncology Unit*
Edward Brown, *Radiation Oncology*
Erlene Brown, *Nursing*
Lorraine Bruno, *Professional Billing Office*
Shana Bryant, *Cardiology Division*
Mark Buckley, *Admitting Services*
Nancy Buckley, *Volunteer Services*
Sheila Burchill, *Oral and Maxillofacial Surgery*
Jennifer Burg, *Rheumatology & Allergy Associates*
Larry Burke, *Materials Management*
Robert Burrill, *Parking and Commuter Services*
Zakia C-El-Idrissi, *Nursing*
Anette Cadet, *Environmental Services*
David Calkins, *Medicine*
Jeanette Callahan, *Pediatric Service*
Sandra Callejas, *Environmental Services*
Janet Cameron, *Admitting Services*
Gabriele Campanella, *Medicine*
Lisa Campanella, *Oral and Maxillofacial Surgery*
Clovene Campbell, *Pediatric Service*
Maureen Campbell, *North End Health Center*
Rebecca Campen, *Dermatology*
Diane Capen, *Anesthesia*
Aaron Caplan, *Pathology*
Keri Capobianco, *Emergency Services*
Angela Carangelo, *North End Health Center*
Kathleen Carr, *Nursing*
Colleen Carroll, *Charlestown HealthCare Center*
Cristin Carroll, *Pediatric Service*
Lisa Carter, *Nursing*
Nicole Carter, *Surgery*
Deborah Casson, *Nursing*
Coleen Caster, *Bulfinch Medical Group*
Janice Cauchon, *Materials Management*
Rona Cavallaro, *Vascular Surgery*
Jennifer Centola, *Nursing*
Karissa Chabner, *AIDS Research Center*
Dan Charles, *Environmental Services*
Unseul Charles, *Environmental Services*
Lynn Chartier, *Radiology*
Tina Chaves, *Radiology*
George Chen, *Radiation Oncology*
King Chen, *Environmental Services*
Teresa Chen, *Surgery*
Wing Cheung, *Surgery*
May Chin, *Clinical Care Management Unit*
Theresa Chisholm, *Cardiology Division*
Chi- Yun Chou, *Respiratory Care Services*
Jo Chou, *Neurology*
Kelly Christopherson, *Pediatric Service*
Yoon Chun, *Surgery*
Sandra Cifuentes, *Revere HealthCare Center*
Jill Clark, *Radiology*
Kristen Clark, *Nursing*
Marie Claude Celestin, *Hematology/Oncology Unit*
Timothy Clifford, *North End Health Center*
John Patrick Co, *Pediatric Service*
John Coen, *Radiation Oncology*
Nancy Colbert, *Cancer Data Registry*
Alberto Coll, *Materials Management*
Hector Colon, *Cardiology Division*
Sonia Colon, *Main Operating Room*
Richard Colvin, *Medicine*
Emilia Comerford, *Main Operating Room*
Kevin Conner, *Radiology*
Judith Connolly, *Physical Medicine Rehabilitation*
Michelle Connolly, *Revere HealthCare Center*
Jane Connors, *Radiology*
Katherine Conroy, *Renal Unit*
David Cooke, *Surgery*
Cynthia Cooper, *Medicine*
Lynne Cooper, *Nursing*
Richard Copithorne, *Materials Management*
Jo-Ann Correia, *Respiratory Care Services*
Maria Cortes, *Neurology*
Katherine Cosgrove, *Nursing*
Edna Cosme, *Nutrition and Food Services*
Stephane Cotin, *Radiology*
Robert Cotter, *Police and Security*
Maria Couto, *Surgery*
Sayoko Crabtree, *Bulfinch Temporary Services*
Margaret Cramer, *Psychiatry*
Claire Cronin, *Radiation Oncology*
Kathryn Cronin, *Obstetrics and Gynecology Service*
Jenni Crow, *Infectious Disease Unit*
Sheila Crowell, *Chaplaincy Department*
Clement Crowley, *Neurology*
Cheryl Crowley, *Neurology*
Joseph Crowley, *Police and Security*
Rosemary Crowley, *Anesthesia*
Sandra Crump, *Psychiatry*
Suzanne Curley, *Occupational Therapy*
Hildreth Curran, *Pediatric Service*
Dawn Curry, *Pediatric Service*
Robert Curry, *Police and Security*
Marcello Curto, *Medicine*
Denise D'Entremont, *Nursing*
Carla Dale, *Pharmacy*
Joan Daly, *Nursing*
John Daly Jr., *Buildings and Grounds*
Miodrag Damjanic, *Chelsea HealthCare Center*
Nhan Dao, *Operating Room Administration*
JoAnn David-Kasdan, *Institute of Health Policy*
Lindsay Davidson, *Nursing*
Kara Davis, *Main Operating Room*
Rosa Davis, *Obstetrics and Gynecology Service*
Sheila Davis, *Infectious Disease Unit*
Deborah Davolio, *MGH Institute of Health Professions*
Mary Day, *Obstetrics and Gynecology Service*
Maria De pina, *Research Management*
Sandra DeJong *Psychiatry*
Cheryl Delaney, *Nursing*
Nicholas Dellorusso, *Oral and Maxillofacial Surgery*
Beatrice Delsoin, *Internal Medicine*
Myrtho Delsoin, *Massachusetts General West Medical Group*
John Demirs, *Dermatology*
Eloisa DePina, *Nursing*
Rosilda Depina, *Environmental Services*
Vania Depina, *Nursing*
Sagyn Desauguste, *Managed Care*
Mirlene Desir, *Nursing*
Anne Desrosiers, *Respiratory Care Services*
Claudia Dias, *Chelsea HealthCare Center*
Lauren Dias, *Medicine*
Ruben Diaz, *Radiology*
Salvador Diaz, *Professional Billing Office*
Marime Dickson, *Nursing*
Anand Dighe, *Pathology*
Richard Dijkhuizen, *Radiology*
Daniel Dimeglio, *Buildings and Grounds*
Huong Dinh, *Bulfinch Medical Group*
Irina Dobrusin, *Blood Transfusion Service*
Amy Doherty, *Cardiology Division*
Bradford Doherty, *Microbiology*
Christine Doherty, *Revere HealthCare Center*
Lena Dohlman, *Anesthesia*
Christine Donaghey, *Surgery*
Patricia Donahue, *Radiology*
Beth Donnelly, *Nursing*
John Doole, *Pharmacy*
Christina Dording, *Psychiatry*
Denis Dorgan, *Surgery*
Maria Dos Santos, *Research Management*
Maria Dossantos, *Research Management*
Glenn Doughty, *Hematology/Oncology Unit*
Persephone Doulos, *Pathology*
Joan Dow, *Radiology*
Ann Dube, *Nursing*
Jennifer Dudziak, *Nursing*
Ann-Marie Duffy, *MGH Community Health Associates*

Colleen Dunbar, *Nursing*
Andrew Dunn, *Radiology*
Manh Duong, *Health Information Services*
[illegible]wn Duquette, *Professional Billing Office*
Carlos Duran, *Pediatric Service*
Tara Dusthimer, *Orthopædics*
Judith Dyer, *Renal Unit*
Teague Dyer, *Police and Security*
Douglas Eames, *Police and Security*
Brandon Earp, *Orthopædics*
Benjamin Ebert, *Medicine*
Sharon Ebrecht, *Professional Billing Office*
Keisha Eddy, *Anesthesia*
Sherie Edwards, *Physical Therapy Services*
Joseph El-Khoury, *Medicine*
Nadia El-Shihibi, *Nursing*
Khalil Elrayah, *Interpreter Services*
Areti Emond, *Surgery*
Ivelissa Escalera, *Bulfinch Temporary Services*
Janice Espinola, *Neurology*
Maria Evangelista, *Pharmacy*
Atlas Evans, *MGH Institute of Health Professions*
Willie Ezedi, *Parking and Commuter Services*
Laura Fagioli-Petrillo, *Psychiatry*
Laurie Farrell, *Neurology*
Theresa Farrow, *Nursing*
Kyle Fashaw, *Admitting Services*
[illegible]aria Fernandes, *Environmental Services*
Maria Fernandez, *Research Management*
Seth Field, *Medicine*
Nicole Filosa, *Nursing*
Laura Finkelstein, *Cancer Center*
David Finn, *Medicine*
Patricia Finneran, *Nursing*
Susan Fischer, *Cancer Center*
Eleanor Fishman, *Psychiatry*
Michael Fitzgerald, *Medicine*
Addie Fletcher, *Bulfinch Temporary Services*
Cynthia Fletcher, *Neurology*
Thomas Flynn, *Oral and Maxillofacial Surgery*
Euclides Fonseca, *Environmental Services*
Jane Fontana, *Clinical Care Management Unit*
Salvatore Formica, *Biomedical Engineering*
Mary Forshay, *Pediatric Service*
Ernesto Fossas, *Environmental Services*
Frances Foster, *Bulfinch Medical Group*
Mertel Francis, *Nursing*
Nicole Francis, *Molecular Biology*
Marie Franklin, *Nursing*
Priscilla Frappier, *Pediatric Service*
[illegible]via Fre, *Medicine*
[illegible]san Freedman, *Health Information Services*
John Freeman, *Radiation Oncology*
Tracey Freeman, *Nursing*

Oliver Freudenreich, *Psychiatry*
Rita Frey, *Chelsea HealthCare Center*
Maxim Frolov, *Medicine*
Patricia Frustaglia, *Operating Room Administration*
Jo Ann Fugazzotto, *Nursing*
Julia Furnari, *Pharmacy*
Doris Gagne, *Hematology/Oncology Unit*
Martha Gallagher, *Anesthesia*
Moira Gallagher, *Nursing*
Adrienne Gardikis, *Nursing*
Levi Garraway, *Medicine*
Ashburton Garvin, *Operating Room Administration*
Cornelius Gath, *Environmental Safety*
Alemnesh Gebre, *Nutrition and Food Services*
Linda Gelda, *Social Services*
Marie Gelin, *Hematology/Oncology Unit*
Patricia Gentile, *Nursing*
Tewfik Ghattas, *Medicine*
Fiona Gibbons, *Medicine*
Carmella Gibson, *Professional Billing Office*
Mary Gilbert, *Nursing*
Bonnie Godas, *Nursing*
Nelson Goes, *Medicine*
Susan Goguen, *Nursing*
Arelis Gomes, *Admitting Services*
Rany Goncalves, *Nursing*
Yesenia Gonzalez, *Dermatology*
Joseph Gonzalez-Heydrich, *Psychiatry*
Deborah Goodman, *Pathology*
Valerie Goodspeed, *Pathology*
James Gordon, *Emergency Services*
Susan Gordon, *Nursing*
Francesca Gori, *Medicine*
Leslie Gould, *Gastrointestinal Unit*
Peter Gouws, *Massachusetts General Physicians Organization*
Kathleen Grace, *Clinical Care Management Unit*
Lisa Grafton, *Nursing*
Erin Graves, *Emergency Services*
Carmen Gray, *Renal Unit*
Deborah Greenberg, *Nursing*
Christine Greenwood, *Clinical Care Management Unit*
Daniel Grenfell-Lee, *Molecular Biology*
Casey Grice, *Renal Unit*
Marie Griffin, *Cancer Center*
David Griggs, *Chemistry*
Lisa Grimm, *Medicine*
Krystyna Grochowska, *Materials Management*
Jeanne Guerin, *Laboratory of Computer Science*
Stephanie Guerriero, *Pharmacy*
Alexander Guimaraes, *Radiology*
Kathleen Habeeb, *Infectious Disease Unit*
Theresa Hadlock, *Surgery*
Khaleda Haider, *Hematology/Oncology Unit*
Eric Halgren, *Radiology*
Sarah Hall, *Psychiatry*
Joann Hamel, *Professional Billing Office*

Martin Hanczyc, *Molecular Biology*
Kathleen Hansis, *Gastrointestinal Unit*
Jennifer Harrington, *Psychiatry*
Kristin Haskell, *Nursing*
Jeanne Hathaway, *Social Services*
Mark Hauser, *Psychiatry*
Helen Hawes, *Orthopædics*
Jianxin He, *Surgery*
James Heavey, *Operating Room Administration*
Chey Hendra, *Bulfinch Temporary Services*
Kelly Hennigan, *Psychiatry*
John Henry, *Nursing*
Jeanne Henson, *Marketing*

Rebecca Horr, *Nursing*
Thomas Hotz, *Research Management*
Kathleen Hui, *Radiology*
Ann Humphrey, *The Center for Integration of Medicine and Innovative Technology*
Deborah Hung, *Medicine*
Amy Hurley, *Development and Major Gifts*
Dawn Hurrie, *Radiology*
Kenneth Huttner, *Pediatric Service*
Marisa Iacomini, *Social Services*
Frances Iannazzo, *Professional Billing Office*
Cazimir Inginac, *Nutrition and Food Services*

Earle W. Wilkins Jr., MD (60 years)

Earle W. Wilkins, Jr., MD, graduated from Williams College in 1941 and went to medical school at Harvard Medical School. In addition to his scholarly achievements, he was an outstanding football player for Williams. *Sports Illustrated* recognized him in 1966 as a "Silver Anniversary All-American," an award given "to those men who have achieved the greatest record of accomplishment in life in the 25 years since they were senior collegiate football players." Wilkins came to the MGH in 1944 and worked in the General Thoracic Surgical Service. In 1969, he was appointed chief of Emergency Services, a position he held until he retired in 1985. In his honor, a visiting professorship has been created to recognize his many contributions to Thoracic Surgery and his service as an invaluable role model for many young surgeons.

Melissa Herman, *Orthopædics*
Robert Herman, *Cancer Center*
Alvaro Hernandez Jr., *Radiation Oncology*
Kathleen Herzig, *Psychiatry*
Paul Hesterberg, *Medicine*
Gloria Hicken, *Radiation Oncology*
La'Dawn Hicks, *Managed Care*
Helen Ann Higgins, *General Clinical Research Center*
Wanda Higgins, *Cardiology Division*
Catherine Hill, *Nursing*
Alexander Hiller, *Radiology*
Lisa Hobbs, *Internal Medicine*
Ephraim Hochberg, *Medicine*
Steven Hodge, *Radiology*
Richard Hoge, *Radiology*
Kay Hogle, *Clinical Pathology*
Patricia Hoitt, *Health Information Services*
Barbara Holbert, *Medicine*
Beatric Holling-Porreca, *MGH Everett Family Care*
Charles Holmes, *Medicine*
Susan Hook, *Radiation Oncology*
Leigh Horne-Mebel, *Social Services*

Hanna Irie, *Medicine*
Naoto Ito, *Neurology*
Salim Jabbour, *Medicine*
Kelly Jackson, *Nursing*
Matthew Jackson, *Oral and Maxillofacial Surgery*
Farouc Jaffer, *Medicine*
Marcia James, *Bulfinch Temporary Services*
Lauren Janes, *Cutaneous Biology Research Center*
John Jansen, *Nursing*
Jorge Jaramillo, *Environmental Services*
Lucie Jean-Jules, *Respiratory Care Services*
Nicole Jeanty, *Hematology/Oncology Unit*
Sheila Jewett, *Chelsea HealthCare Center*
Yarisie Jimenez, *Reproductive Endocrine Unit*
Aida Jimenez-Torres, *Psychiatry*
Tanya John, *Pharmacy*
Brett Johnson, *Dermatology*
Stafford Johnson, *Main Operating Room*

Suzanne Johnson, *Psychiatry*
Gloria Johnston, *Professional Billing Office*
Jean Jolibois, *Nutrition and Food Services*
Gwendolyn Jones, *Nursing*
Myriam Jones, *Orthopædics*
Lalit Joshi, *Pharmacy*
Richard Joyce, *Professional Billing Office*
David Judge, *Medicine*
Lawrence Juvet, *Oral and Maxillofacial Surgery*
Daniel Kamin, *Pediatric Service*
Elizabeth Kaplan, *Medicine*
Liana Kaplan, *Neurology*
Susan Kappler, *Nursing*
Roger Kaprielian, *Medicine*
Akemi Kawaguchi, *Surgery*
Kevin Kearns, *MGH Institute of Health Professions*
Corinne Kelleher, *Nursing*
Christine Keller-McGandy, *Neurology*
Kathleen Kelly, *Women's Health Associates*
Nancy Kelly, *Nursing*
Elizabeth Kennedy, *Cancer Center*
John Kennedy, *Gusella Group*
Rosemary Kennedy, *Primary Care Administration*
Scott Kennedy, *Molecular Biology*
Pascale Kersaint, *Nursing*
Samia Khoury, *Neurology*
Dennis Kim, *Molecular Biology*
John Kim, *Radiology*
Sang Kim, *Medicine*
Pauline King, *Massachusetts General Physicians Organization*
Beth Kitzis, *Marketing*
Lorraine Klimarchuk, *Revere HealthCare Center*

Melissa Knight, *Nursing*
Maria Koen, *Nursing*
Gina Kolak, *Brain Tumor Center*
Jian Kong, *Psychiatry*
Maria Koulmanda, *Surgery*
Deanna Kovalski, *Nursing*
Elaine Kreconus, *Cancer Center*
Joanna Kropiewnicka, *Nursing*
Jong Kung, *Radiation Oncology*
Laura Kunkel, *Psychiatry*
Eunice Kwak, *Medicine*
Michelle Lachance, *Nursing*
Jennifer Lafayette, *Psychiatry*
Darline Lafortune, *Anesthesia*
Susan Lagambina, *Respiratory Care Services*
Sally Lai, *Nursing*
Robert Lake, *Medicine*
Erica Lakin, *Pharmacy*
Manish Lamichane, *Oral and Maxillofacial Surgery*
Ana Lamiche, *Hematology/Oncology Unit*
Renee Langton, *Emergency Services*
Maureen Larkin, *Professional Billing Office*
Yolanda Larosev, *Professional Billing Office*
Kathleen Larrivee, *Nursing*
Natasha Lasko, *Psychiatry*
Georg Lauer, *Medicine*
Joel Laurore, *Parking and Commuter Services*
Suy-Sinh Law, *Physical Therapy Services*
Sean Lawler, *Neurosurgery*
Christine Lawless, *Mass General West Medical Group*
Michael Lazo, *Pediatric Service*
Robert Leahy, *Police and Security*
Noreen Leahy, *Nursing*
Djamel Lebeche, *Medicine*

John D. Crawford, MD (60 years)

John D. Crawford, MD, graduated from Harvard Medical School in 1944 and came to the MGH to conduct his internship in Pediatrics. He became chief resident of that service in 1945. He has held several notable positions at the MGH, serving as unit chief of the Endocrine Unit's Children's Service from 1962 to 1991; and he was the first chief of Pediatrics at the Shriner's Burns Institute from 1968 to 1986. He became a professor of Pediatrics at Harvard Medical School in 1979 and served as president of the Lawson Wilkins Pediatric Endocrine Society from 1977 to 1978. During his tenure, Crawford made many contributions in diverse areas such as growth disorders, intersex disorders, energy metabolism and burns. He was instrumental in establishing the Shriners Burns Institute and associated care between Shriners and the MGH.

Monty Ledbetter, *Radiology*
Benjamin Lee, *Urology*
John Lee, *Environmental Services*
Larisse Lee, *Surgery*
Ming-Fen Lee, *Neurology*
Gema Lehrer, *Main Operating Room*
Paula Lentini, *Revere HealthCare Center*
Scott Leonard, *Neurology*
Donna Leone, *Revere HealthCare Center*
Jessica Lester, *Clinical Research Program*
Nancy Leventhal, *Social Services*
Elyse Levin-Russman, *Social Services*
Ross Levine, *Medicine*
Elizabeth Lewandrowski, *Pathology*
Gregory Lewis, *Medicine*
Richard Lewis, *Neurology*
Sanon Lezeau, *Materials Management*
Rosa Li, *Nutrition and Food Services*
Weiqing Li, *Molecular Biology*
Jenifer Lightdale, *Pediatric Service*
Rene Liguer-Laubhouet, *Parking and Commuter Services*
Ching-Hui Liu, *Hematology/Oncology Unit*
Jennifer Lomotan, *Medicine*
Christine Lonano, *Massachusetts General Physicians Organization*
Ralph Lopes Jr., *Police and Security*
Robert Loring, *Blood Transfusion Service*
Margaret Loureiro, *Physical Therapy Services*
Barbara Lowe, *Blood Transfusion Service*
Zhigang Lu, *Medicine*
Elange Luc, *Materials Management*
Lisa Lyle, *Oral and Maxillofacial Surgery*
Barbara Lyman, *Massachusetts General Physicians Organization*
Kathryn Lynch, *MGH Institute of Health Professions*
Charles Lyons, *Chemistry*
Jean Macintyre, *Emergency Services*
Laura Mackenzi Ingano, *Neurology*
Laura MacMillan, *Nursing*
Paulette Madden, *Nursing*
Richard Maddox, *Materials Management*
Andrea Maffeo, *Mass General West Medical Group*
Christine Maggio, *Main Operating Room*
Suzanne Magri, *Nursing*
Matthew Mahon, *Medicine*
Karen Malikowski, *Hematology/Oncology Unit*
Robert Maloney, *Pharmacy*
Souad Mamdouh, *Nursing*
Catherine Manfredonia, *Medicine*
Celina Mankey, *Medicine*
Carol Manning, *Chelsea HealthCare Center*
Jianren Mao, *Anesthesia*
Eileen Marden, *Main Operating Room*
Linda Mariano, *Radiology*

Kathleen Marinilli, *Nursing*
Ksenija Marinkovic, *Radiology*
Joseph Markiewicz, *Admitting Services*
Marianne Markwarth, *Nursing*
Michael Marley, *Respiratory Care Services*
Jean Marques-Martin, *Professional Billing Office*
Katherine Martien, *Pediatric Service*
Kathleen Martin, *Nursing*
Celeste Martinez, *Environmental Services*
Sandra Martinez, *Nutrition and Food Services*
Bayoan Martinez-Cruz, *Medicine*
Christine Marujo, *Hematology/Oncology Unit*
Marcella Mascarenhas, *Medicine*
Avinash Masih, *Pediatric Service*
Kathyanne Mason, *Professional Billing Office*
Robyn Mason, *Radiology*
Sandra Massalski, *Human Genetics Unit*
Steve Massaquoi, *Neurology*
David Massey, *Nursing*
Carol Mastromauro, *Psychiatry*
Jennifer Mathisen, *Nursing*
Laura Matson, *Hematology/Oncology Unit*
Eugene Maynard, *Respiratory Care Services*
Yolanda Mays, *Chemistry*
Megan Mazokopos, *Emergency Services*
Barbara McArthur, *Main Operati Room*
Maureen McCarthy, *Psychiatry*
Melissa McCormack, *Pediatric Service*
Lisa McDonald, *Clinical Care Management Unit*
Lisa McDonald, *Nursing*
Kerry McDonough, *Main Operating Room*
Valerie McEachern, *Professional Billing Office*
Bernice McField, *Internal Medicine*
James McGaffigan, *Professional Billing Office*
Michelle McGaffigan, *Nursing*
Sean McGarvey, *Nursing*
Brenda McGowan, *Nursing*
Joanne McGroarty, *Nursing*
Christine McKinnon, *North End Health Center*
Erin McLaughlin, *Nursing*
Catherine McLean, *Admitting Services*
Leandra McLean, *Nursing*
Mildred McMahon, *Nursing*
June McMorrow, *General Clinical Research Center*
Jacqueline McNeil, *Institute for Health Policy*
Grace McNulty, *Nursing*
Edwin Medina, *Chelsea HealthCare Center*
Ateev Mehrotra, *Pediatric Service*

Hector Melendez, *Environmental Services*
Anthony Melius, *Materials Management*
[illegible]y Melone, *Nutrition and Food Services*
Tigist Mesele, *Parking and Commuter Services*
Christine Metivier, *Respiratory Care Services*
Michael Meuth, *Medicine*
Abderrahim Mghizou, *Anesthesia*
Eric Mick, *Psychiatry*
David Milan, *Medicine*
Brian Minich, *Radiology*
Ketu Mishra, *Medicine*
Madhusmita Misra, *Pediatric Service*
Jennifer Missett, *Bulfinch Temporary Services*
Constance Mitchell, *Internal Medicine*
Karl Mitchell, *Nursing*
Sachiko Miyata, *Molecular Biology*
Keri Mocanu, *Nursing*
Renee Monfiston, *Nursing*
Onelia Montano, *Chemistry*
Aaron Moore, *Physical Therapy Services*
Ettaree Moore, *Urology*
Christopher Moore, *Radiology*
Eliza Morawiak-Paczuska, *Bulfinch Temporary Services*
Denise Morelli, *Nursing*
[illegible]lando Moreno, *Transplantation Biology Research Center*
Mary Morris, *Nursing*
Paula Morrison, *Main Operating Room*
Christopher Morse, *Surgery*
John Moruzzi, *Materials Management*
Thomas Moscarillo, *Psychiatry*
Ann Mottola, *Pathology*
Catherine Mullaly, *Anesthesia*
Kristina Mullin-Henehan, *Neurology*
Gary Mulrey, *Materials Management*
Anne Murphy, *North End Health Center*
Brian Murphy, *Radiology*
Tina Murphy, *Nursing*
Michelle Murray, *Nursing*
Gina Murray, *Chaplaincy Department*
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Guido Musch, *Anesthesia*
Alona Muzikansky, *Biostatistics Center*
Anesu Muzorewa, *Nursing*
Kimya Myers, *Radiology*
Paulette Nadeau, *Surgery*
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Marie Napolitano, *Endocrine Unit*
Breda Naughton, *Nursing*
Mary Neagle, *MGH Community Health Associates*
Ivelisse Nelson, *Chelsea HealthCare Center*
[illegible]ndina Neves, *Obstetrics and Gynecology Service*
John Newell, *Bulfinch Temporary Services*
Cuc Nguyen, *Cutaneous Biology Research Center*
Hiep Nguyen, *Microbiology*
Quang Nguyen, *Materials Management*
Thao Nguyen, *Pharmacy*
Trinh Nguyen, *Hematology/Oncology Unit*
Michael Nichols, *Nursing*
Zoe Nickolas, *Nursing*
Lee Nodine, *Professional Billing Office*
Raul Nogueira, *Radiology*
Blanca Nolan, *Operating Room Administration*
Karolyn Nolan, *Cardiology Division*
Barbara Nowik, *Radiology*
Lisa Nunes, *Nursing*
Danuza Nunn, *Speech-Language Pathology*
Lisa O'Connor, *Surgery*
William O'Donovan, *Radiology*
Patricia O'Malley, *Transplantation Biology Research Center*
Laura Ojastro, *Pharmacy*
Jose Oliva, *Nutrition and Food Services*
Harry Orf, *Molecular Biology*
Bradford Osgood, *Massachusetts General Physicians Organization*
Kathleen Ouellette, *Radiology*
Lorna Overton, *Professional Billing Office*
Lisette Packer, *Nursing*
Nima Pahlavan, *Surgery*
Juana Palacios, *Environmental Services*
Juan Pallais, *Medicine*
Marcia Palmer Daye, *Nursing*
George Papakostas, *Psychiatry*
Jossety Parada, *Interpreter Services*
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Lourenca Pires, *Nursing*
Maria Pires, *Nursing*
William Pirl, *Psychiatry*
Michael Piro, *Professional Billing Office*
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Scott Plotkin, *Neurology*
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Joseph Poirier, *Parking and Commuter Services*
Kelly Poltak, *Nursing*
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Irina Pomerantseva, *Cardiology Division*
Claudio Pontoriero, *Pharmacy*
Traci Portnoff, *Oral and Maxillofacial Surgery*
Obed Posada, *Research Management*
Joseph Powers, *Psychiatry*
Virginia Powers, *Nursing*
Stephanie Prady, *Neurology*
Decima Prescott, *Nursing*
Victor Presto, *Nursing*
Christine Primiano, *Ambulatory Consultation Service*
Brenda Pritchard, *Nursing*
Parthak Prodhan, *Pediatric Service*
Xiao-Qing Qi, *Cutaneous Biology Research Center*
Zheng-Hong Qin, *Neurology*
Jian Qiu, *Radiology*
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Bernadette Quigley, *Nursing*
Michael Quinn, *Emergency Services*
James Quirk, *Parking and Commuter Services*
Lawrence Quirk, *Radiology*
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Elizabeth Ramirez, *Bulfinch Temporary Services*
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Malay Raychowdhury, *Medicine*
Margalie Raymond, *General Store*
Vivek Reddy, *Medicine*
Karen Redmond, *Pediatric Service*
Eileen Regan, *Cancer Center*
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Shirley Restrepo, *Chemistry*
Arnel Reyes, *Pharmacy*
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Scott Ridings, *Parking and Commuter Services*
Patricia Riley, *Surgery*
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Erin Ryan, *Microbiology*
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Dushyant Sahani, *Radiology*
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Samuel Saintil, *Bulfinch Temporary Services*
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Hugo Salazar, *Research Management*
Tarek Samad, *Anesthesia*
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Vernice Santiago, *Pediatric Service*
Julie Santini, *Obstetrics and Gynecology Service*
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Maria Santos, *Nutrition and Food Services*
Surajit Sarkar, *Radiation Oncology*
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Amy Sbrolla, *Infectious Disease Unit*
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Nutan Sharma, *Neurology*
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David Shaywitz, *Medicine*
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Milen Shishkov, *Dermatology*

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Hudson Smith, *Microbiology*
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Samir Soliman, *Main Operating Room*
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Margaret Soriano, *Nursing*
Suzanne Spencer, *Reading Diabetes Unit*
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Sophia Spracklin, *Neurology*
Gaitree Srinarain-Powell, *Medicine*
France St. Aubin, *Radiology*
Fernande St. Ville, *Nursing*
Eleni Stamoulis, *Radiation Oncology*
Ben Stanger, *Medicine*
Robert Staszewski, *Dermatology*
David Stevens, *Professional Billing Office*
Susan Stevens, *MGH Institute of Health Professions*
Carol Stevenson, *Revere HealthCare Center*
Helen Stevenson, *Bulfinch Temporary Services*
William Stevenson, *Medicine*
Kimberly Stewart, *Speech-Language Pathology*
Elisabeth Stieb, *Pediatric Service*
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Jose Suchite, *Research Management*
Jack Suen, *Molecular Biology*
C. Suk, *Medicine*
Maura Sullivan-Borah, *Nursing*
Frantz Sully, *Nutrition and Food Services*
Christine Swanson, *Nursing*
Karen Szczesiul, *Neuroendocrine Unit*
Oszkar Szentirmai, *Neurosurgery*
David Tancredi, *Emergency Services*
Lisa Tanimune, *Surgery*
Zeina Tannous, *Dermatology*
Cigdem Tanrikut, *Urology*
Samuel Tavares, *Research Management*
Ahmed Tawakol, *Medicine*
Hesham Tawfeek, *Medicine*
Carol Taylor, *Development and Major Gifts*
Carol Taylor, *Revere HealthCare Center*
James Taylor, *Clinical Pathology*
Wendy Taylor, *Microbiology*
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Lisa Tracey, *Nursing*
Quan Tran, *Professional Billing Office*
Thuy Tran, *Clinical Pathology*
Towanda Travis, *Parking and Commuter Services*
Bryan Traynor, *Neurology*
Heather Troiano, *Nursing*
Neville Trotman, *Nutrition and Food Services*
Thuy Truong, *Nursing*
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Kelly Tuxbury, *Nursing*
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Karla Valentin, *Neurology*
Yvena Valery, *Hematology/Oncology Unit*
Dianne Valko, *North End Health Center*
Heather Vallent, *Nursing*
Anna Van Oudenaarden, *Medicine*
Diane Vandalinda, *Nursing*
Julie Vanderklish, *Hematology/Oncology Unit*
Andre VanderKouwe, *Radiology*
Shellie Varano, *Nursing*
Belmira Vaz, *Nursing*
Wanda Vega, *Clinical Care Management Unit*
Maryellen Velosa, *Professional Billing Office*
Charlotte Vena, *Development*
Mary Veneto, *Nursing*
Valerie Verdier, *Medicine*
Laureen Viel, *Nursing*
Audrey Vilarson, *Nutrition and Food Services*
Ana Villafane, *Nursing*
Nido Villanueva, *Operating Room Administration*
Jhonni Villilo, *Materials Management*
Barbara Virchick, *Hematology/Oncology Unit*
Alfonso Viscomi, *Materials Management*
Jon VonVisger, *Medicine*

Alexander Leaf, MD (60 years)

Alexander Leaf, MD, was born in 1920 in Yokohama, Japan. His parents had escaped from Russia via the Trans-Siberian Railway one year before the Bolshevik revolution. His family left Japan and settled in Seattle, Washington, two years later. After graduating from the University of Washington with a degree in chemistry, then from the University of Michigan's medical school, he joined the MGH residency program in 1944. Leaf established an independent laboratory research unit providing research, clinical and consulting services in the Department of Medicine, which, at the time, was a new concept for hospitals and medical schools. In 1966, he became the physician-in-chief of Medical Services at the MGH. Leaf later became chair of the Department of Preventive Medicine at Harvard Medical School, a position he maintained until his retirement at age 70.

Mark Vrahas, *Orthopædics*
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Carol Waldmann, *Medicine*
Lorrie Walker, *Orthopædics*
Penelope Walker, *Nursing*
Vernon Waller, *Materials Management*
Carol Walsh, *Pediatric Service*
Stacey Walsh, *Nursing*
Samuel Wang, *Neurology*
Yumei Wang, *Radiology*
Margaret Ward, *Psychiatry*
Melissa Webster, *Nursing*
Eric Weil, *Medicine*
Sheri Weintraub, *Radiation Oncology*
Michele Weiser, *Weight Center*
Michael Whalen, *Pediatric Service*
Annie White, *Emergency Services*
Jennifer White, *Surgery*
Jane White-App, *Nursing*
Leslie Will, *Oral and Maxillofacial Surgery*
Jodi Williams, *Professional Billing Office*
Kenneth Williams, *Professional Billing Office*
Latoya Williams, *Nutrition and Food Services*
Lloyd Williams, *Nursing*
Matthew Williams, *Surgery*
Ziv Williams, *Neurosurgery*
Karen Willis *Main Operating Room*
Yaffa Willner, *Gastrointestinal Unit*
Jennifer Winston, *Clinical Pathology*
James Winter, *Transplantation Biology Research Center*
Kirk Womack, *Chemistry*
Louise Womack, *Psychiatry*
Kerri Woods, *Nursing*
Christopher Wright, *Psychiatry*
Gwendolyn Wright, *Professional Billing Office*
Jing-Wei Xiong, *Medicine*
Kui Xu, *Neurology*
Jose Yanes, *Nutrition and Food Services*
Beow Yeap, *Medicine*
Yi Yin, *Molecular Biology*
Torunn Yock, *Radiation Oncology*
Tricia Young-Shaw, *Oral and Maxillofacial Surgery*
Mary Zambory, *Main Operating Room*
Olga Zapata, *Nursing*
Quan Zhang, *Radiology*
Qunhao Zhang, *Surgery*
Zhiwei Zhang, *Medicine*
Yunli Zhou, *Medicine*
Tanya Zinkus, *Medicine*
Kayla Zomlefer, *Medicine*
Marius Zoua, *Materials Management*
Adnan Zubcevic, *Chelsea HealthCare Center*
Sara Zullo, *Nursing*
Michael Zwirblia, *Radiology*

New way of controlling cholesterol may help treat Alzheimer's

A new approach to controlling blood cholesterol levels already being investigated to prevent cardiovascular disease also may be a potential treatment for Alzheimer's disease. In their report in the Oct. 14 issue of *Neuron*, MGH researchers show that blocking a pathway that controls the distribution of cholesterol in cells dramatically reduces the number of amyloid plaques in the brains of transgenic mice. "This way of reducing cholesterol levels in the brains of living animals both decreased amyloid deposition and improved learning," says the study leader Dora Kovacs, PhD, director of the Neurobiology of Disease Laboratory in the Genetics and Aging Research Unit of MassGeneral Institute for Neurodegenerative Disorders.

Researchers have been investigating a potential relationship between cholesterol metabolism and Alzheimer's for several years. Previous research by Kovacs' team showed that an enzyme called ACAT, which controls where cholesterol is stored in cells, also appears to regulate the formation of amyloid-beta, the protein fragments that make up amyloid plaques. In the current study, pellets containing a drug that inhibits ACAT activity were implanted in mice with a human gene that leads to amyloid plaque formation. After two months of treatment, mice receiving the ACAT inhibitor had 90 percent less plaque in their brain tissue than did transgenic mice who received placebo pellets. In addition, transgenic mice that received the inhibitor were much more successful in learning their way through a maze than were those that received the placebo.

While the particular ACAT inhibitor used in this study is not yet appropriate for human trials, others have been proven safe in clinical trials. Kovacs' team has begun studying one of these for possible Alzheimer's application. Her MGH collaborators are co-first author Henri Huttunen, PhD; Luigi Puglielli, MD, PhD; Doo Yeon Kim, PhD; Robert Moir, PhD; Sarah Domnitz; and Matthew Frosch, MD, PhD. ●

Dedicated MGH volunteer recognized

Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, presided over the presentation of the Janet Ballantine Oncology Volunteer Award Oct. 7 to honor the Ballantine family and congratulate the award recipient, Lynn Duff, who was recognized for her compassion, caring and commitment as a volunteer.

The Ballantine family established the award, named in memory of Janet Ballantine, a breast cancer patient at the MGH and co-founder of Friends with Hope, an organization that raises money for breast cancer research and education. The award, which was created to highlight volunteer service to cancer patients, will be presented every October in commemoration of Ballantine's birthday. MGH volunteers played a significant role in supporting Ballantine and her family during her illness.

Duff, who has been a volunteer since August 1999, gives her time to the Chemotherapy Infusion Unit, Blake 2 and the Patient Discharge Service. "Lynn is a caring and dedicated person, whose presence brightens the days of our cancer patients and others being discharged from the hospital. She remembers the small things that mean the world to a patient," said Pat Rowell, director of the MGH Volunteer Department.

For more information about the award, call Julie Goldman, RN, at (617) 724-2295.

From left to right, Goldman, Daniel Ballantine, Rowell, DJ Ballantine, Duff, Karen Ballantine, Matt Ballantine and Ives Erickson.

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WHAT'S HAPPENING

Quilt display

The MGH Comforters, a group of MGH employees and volunteers who make quilts, will display their comfort quilts Oct. 21, from 11 am to 3 pm in the Main Corridor. The quilts will then be given to Pediatric Oncology outpatients and their siblings. For more information, call the MGH Volunteer Department at (617) 726-8540.

Menopause and Your Health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" Oct. 28, from 6 to 8:30 pm at the MGH Charlestown HealthCare Center. The program is designed to help women better understand the facts about menopause and current treatment options. The registration fee is $25. For more information, call Mary Ellen Heike, RN, at (617) 724-8044 or send e-mail to *mheike@partners.org*.

CRP training seminar

The Clinical Research Program (CRP) is sponsoring "Conducting FDA-regulated Research" Oct. 28, from 8 am to 2:30 pm in the Wellman Conference Room. The session will focus on the basic duties of research nurse/coordinators involved in investigational drug or device studies. There is a fee, and enrollment is limited. To register, visit *http://crnet.mgh.harvard.edu* or call (617) 726-1669.

LADDERS autism conference

The LADDERS program and MassGeneral Hospital for Children will host the 10th annual "Current Trends in Autism Conference" Oct. 29 to 31 at the Sheraton Ferncroft Resort in Danvers, Mass. The conference will present the most up-to-date information in the field of autism to parents and professionals concerned about children, adolescents and adults whose diagnosis falls along the autism spectrum. For more information or to register, visit *www.ladders.org/current.php* or call (617) 414-7012.

EAP monthly series

The Employee Assistance Program (EAP) will hold its second meeting of the elder care monthly series Oct. 26, from noon to 1 pm in the Trustees Conference Room, Bulfinch 225A. The remaining meetings will be held Nov. 9 and Dec. 28 at the same time. Barbara Moscowitz, LICSW, MGH Geriatric Social Worker, will discuss care coordination; family issues associated with caring for an elder adult; legal, estate and medical issues; grieving loss; and caring for oneself in the midst of it all. For more information, call (617) 726-6976.

Ramadan celebration

MGH Patient Care Services, the Diversity Steering Committee, and MGH Chaplaincy, along with MGH Muslim staff, invite the MGH community to Iftar dinner – a breaking of the fast ceremony during the holy month of Ramadan – Oct. 27, from 5:15 to 7:30 pm in the Wellman Conference Room. To make a reservation, send e-mail to Lulu Sanchez at *mghinterpreters@partners.org* or Firdosh Pathan at *fpathan@partners.org* by Oct. 23. All Muslim patients, family members, staff and friends are welcome to attend.

Senior HealthWISE program

MGH Senior HealthWISE will sponsor "Fall Prevention for Older Adults: Is One Fall Too Many?" Oct. 19, from 11 am to noon in the Walcott Conference Rooms. Monera Wong, MD, an MGH fellow in Geriatric Medicine, will discuss what causes falls, how to prevent them and how doctors can help. This event, for seniors 60 years and older, is free of charge. For more information, call (617) 724-6756.

Patient education conference

The MGH Patient Education Committee will host a conference "Healthy Behaviors: Coaching Your Patient to Success" Nov. 5, from 7:30 am to 4:30 pm in the O'Keeffe Auditorium. The keynote speaker will be James Prochaska, MD, author of "Changing for Good." The conference is free of charge to MGH employees. To register, call the Center for Clinical and Professional Development at (617) 726-3111.

Bowditch prize nominations

Nominations still are being accepted for the annual Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. All nominations should be submitted by Oct. 29 to Andrew Warshaw, MD, White 506. For more information, call Suzanne Williams at (617) 726-8254.

MGH Quit Smoking Service program

The MGH Quit Smoking Service will offer an evening smoking cessation program starting Nov. 2 at 5:30 pm. This seven-session, weekly group program includes information about preparing to quit, coping with stress without cigarettes and tips for not smoking again. For more information, call Michele Burgener at (617) 726-7443.

Pre-college classes

The Partners in Career and Workforce Development Initiative will offer "Pre-college Reading and Writing for Non-Native Speakers" starting Nov. 8. This 30-week class will be held Mondays and Wednesdays from 5:30 to 7:30 pm. A 20-week "Pre-college Class" also will be offered starting Jan. 24 and will be held Mondays and Wednesdays from 7 to 8:30 pm. Both classes will be held at 100 Charles River Plaza. For more information, call Raymond Heath at WorkSource Partners at (617) 232-0330, ext. 138.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
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(617) 726-2206

October 22, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH celebrates Ether Day with fun and humor

MGH employees gathered under the Bulfinch Tent Oct. 15 to celebrate Ether Day – the annual event that recognizes employee length of service – and to honor the 2,161 employees who have worked at the hospital for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50 and 60 years.

Peter L. Slavin, MD, president of the MGH, who celebrated 20 years of service at the hospital, and Jeff Davis, senior vice president for MGH Human Resources, who celebrated 25 years, brought a little humor to the ceremony by trading oversized Ether Day pins.

"Today is a day to honor everyone on staff, especially those who are being recognized at this celebration," said Slavin. "It's the people here who are responsible for making the MGH a great institution to work at."

The Ether Day dancers also made an appearance, delighting the audience with a lively performance set to hit songs through the years, from 1944's "Shoo Shoo Baby" by the Andrews Sisters to 1999's "Livin' La Vida Loca" by Ricky Martin. ●

Ether Day Celebration

You've got the
POWER!
United Way
Massachusetts Bay

Help support the MGH United Way campaign.

Everyone has the power: MGH United Way campaign begins

While the fall season brings colorful tree foliage and cool, crisp weather, this time of year also marks the beginning of the MGH United Way campaign. Employees and staff celebrated the campaign kickoff Oct. 18 with a special event under the Bulfinch Tent, featuring an autumn theme with colorful leaves and pumpkins decorating tables overflowing with baskets of snacks and bowls of apple cider.

Speakers included co-chairs of the United Way committee – Ed Raeke, director of Materials Management, and Joseph Vacanti, MD, chief of Pediatric Surgery – along with Peter L. Slavin, MD, president of the MGH, and Milton Little, president and CEO of the United Way of Massachusetts Bay.

"Our mission at the MGH is to provide the highest quality of patient care, but it also is our responsibility to give back to the communities we serve. We do this each year through the United Way campaign," said Slavin. "We are proud to partner again with the United Way to help those who are most in need."

Slavin also unveiled the United Way poster series that features five MGH employees who donate to the United Way: Alasdair Conn, MD, of MGH Emergency Services, Ginger Capasso, RN, PhD, of MGH Nursing *(at left)*, Carlos Rivera of Environmental

(Continued on Page 2)

MGH faces challenge of flu vaccine shortage

Many MGH employees and staff have been getting questions from patients and families about the hospital's supply of flu vaccine in light of the national shortage. The MGH – like many other hospitals – is faced with making difficult decisions to restrict or limit doses of vaccine to only those patients and staff who are at the highest risk.

Of the 60,000 doses of flu vaccine the MGH had ordered earlier this year, the hospital only received 10,000 doses. Efforts are being made to obtain additional doses, but there will not be enough to conduct the broad-based flu shot program this year.

The Massachusetts Department of Public Health (DPH) issued a public health order limiting the distribution of flu vaccine to only those individuals who are in high-risk categories. Healthy people who are not at risk for complications from the flu will not be able to get a flu shot this year. Under this public health order, providers who give flu shots to those who are not in one of the high-risk groups can be penalized. The DPH will be issuing further guidance in the next week to help set priorities among those at high risk.

Because the number of patients and staff who fall into one of the high-risk categories exceeds the number of doses the hospital has, the MGH must further prioritize those who can be vaccinated. The hospital will look to primary care physicians to determine which of their patients are in most critical need of the vaccine. The hospital expects to be able to begin to offer flu vaccines to high-risk patients in the next two weeks. The off-campus sites, such as the MGH health centers, will get a limited amount to administer to those in most critical need. On the main campus, plans are underway to use a centralized approach to providing the flu vaccine to inpatients and outpatients who are most in need.

The hospital also will use some of the limited flu vaccine for specific MGH staff members, with a centralized staff vaccination program through Occupational Health. Plans are being developed to vaccinate staff members who work in those areas where they would be most likely to be exposed to patients who have flu symptoms. Vaccinations also will be offered to staff members who care for patients who would be at highest risk of complications if they were to get the flu.

While the flu vaccine is limited this year, there are various steps that everyone can take to help prevent the spread of flu, such as frequent hand washing, covering your mouth and nose when coughing or sneezing and staying home when sick. MGH Environmental Services will be installing more Cal Stat dispensers *(shown below)* at various locations throughout the hospital. In addition, the hospital pharmacy has ordered additional doses of antiviral medications to treat those who contract the flu.

Updates will continue to be given as details of the distribution program are developed. Patients with questions about the flu vaccine should be directed to the flu shot hotline at (877) 733-3737. Additional information is available on the DPH website at *www.mass.gov/dph/flu*. For more information about patient flu vaccinations, call Gregg Meyer, MD, at (617) 724-9194 or pager #33597. For questions about staff vaccinations, call Susan Loomis, RN, in Occupational Health at (617) 726-2217.

Melvin Colson

Slavin

— MGH United Way campaign begins

(Continued from Page 1)

Services, Candace Burns of Community Benefits and Diana Lo of MGH Research. The posters feature this year's slogan "You've got the power."

All proceeds raised by the campaign go to the United Way of Massachusetts Bay, one of 1,400 locally governed and independently operated United Way organizations. United Way supports a network of human service agencies whose work aligns with the organization's goals. This year, United Way is focusing its educational, financial and volunteer efforts in four areas: child development, increasing youth opportunities, employment development and affordable housing.

MGHers can make their United Way pledges electronically by visiting *http://is.partners.org/hr/affiliates/mgh/United_Way/emailpledge.doc*. Paper pledge cards can be sub[illegible]ed to any of the United Way drop boxes located throughout the hospital. All employ[illegible]ho donate will be eligible for weekly raffle prizes. Upcoming issues of *Hotline* will have more information about the campaign. ●

PACE update: Red card account number to change

As part of the PACE (Patient Administrative Cycle Enhancement) project, staff who use the patient red cards will see an account number on the bottom of the card beginning Nov. 1. The red card is used in patient care units and other procedural areas primarily for documentation and patient identification. The account number, preceded by an "ACCT. NO" prefix, is used for administrative purposes to link related services and does not replace the patient's medical record number.

"The account number on the red card makes it easier to track patient visits in the system," says Bessie Manley, RN, nurse manager for the Pre-Admission Testing Area. "This change does not affect our current processes, however. Red card users should be reminded that cards can only be used for one visit and must be appropriately disposed of when the patient is discharged."

For more information, send e-mail to *paceproject@partners.org*. ●

MGHers display talent

Todd Cioffi of MGH Psychiatry was among the winners of this year's annual amateur photography contest. Cioffi's photo taken in Greece (*below*) won first place in the landscape category. The contest was sponsored by the MGH Ph[illegible]b with more than 600 photos displayed at the Police and Security, Outside Services, Photography and Parking (POPPS) Fair, held Oct. 14 under the Bulfinch Tent.

The POPPS Fair has become a popular and informative annual MGH event, which showcases the myriad of services provided by MGH Police, Security and Outside Services, as well as other hospitalwide programs such as HAVEN (Hospitals Helping Abuse and Violence End Now). ●

Warren Triennial Prize honors innovators of RNA interference

The latest installment of a tradition going back more than a century took place last week with the presentation of the Warren Triennial Prize, established in 1871 in honor of MGH co-founder John Collins Warren. The 2004 recipients – Andrew Fire, PhD, of Stanford University, and Craig Mello, PhD, of UMass Medical Center and the Howard Hughes Medical Institute – are the pioneers of RNA interference (RNAi) a powerful new technique for understanding and controlling the activity of genes.

Long thought merely a messenger molecule that helps convert the information encoded in DNA into proteins, RNA was shown to have an unexpected function by Fire and Mello. Their 1998 study described how tiny fragments of a double-stranded version of RNA, which is usually a single strand of nucleic acids, could actually turn off the associated gene. The finding has opened a new field of molecular research devoted to both understanding how this process works naturally and investigating how it might be used to treat cancer or other conditions.

In his address, Fire described how his group, Mello's and other research teams discovered why introducing RNA into cells often decreased production of the associated protein, rather than increasing production as originally expected. He compared the way tiny RNA fragments identify their target messenger RNA molecules and mark them for destruction to the specific recognition ability of the immune system. Mello addressed how his team has been using RNAi to understand the development of the *c. elegans* worm, a common research model. By looking for mutant worms that resist RNAi, they are learning more about how essential the process is to normal development.

"Fire and Mello achieved a real breakthrough in determining that the mechanism of some unusual immune properties originally observed in plants was double-stranded RNA," says Daniel K. Podolsky, MD, chief of the MGH Gastrointestinal Unit and chair of the MGH Executive Committee on Research. "RNA interference now is bringing an entirely new dimension to our understanding of the regulation of cell function and opening the possibility of new cell-specific therapies."

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WHAT'S HAPPENING

CRP seminar

The Human Research Committee and the Clinical Research Program (CRP) are sponsoring "What Does the IRB Really Want? How to Write a Human Study Protocol" Nov. 10, from 4 to 5 pm in the O'Keeffe Auditorium. Topics include review mechanisms, consent forms and how to best respond to IRB questions and concerns. Registration is recommended. To register, visit *http://crnet.mgh.harvard.edu* or call Elaine Almeida at (617) 726-5010.

New ATM in Clinics building

The Harvard University Employees Credit Union has installed a new ATM in the Clinics Building that now accepts deposits. This machine also is the only SUM and NYCE shared deposit-taking ATM located on MGH property. For more information, call the Credit Union at (617) 726-1630.

Schizophrenia education day

The Schizophrenia Program of the MGH Department of Psychiatry will host the second annual Schizophrenia Education Day Nov. 6, from 9 am to 3 pm in the O'Keeffe Auditorium. The program will include a series of talks about current approaches to treating schizophrenia, including both medication and cognitive-behavioral therapy, and new research methods. The event is free and open to the public. Registration is required by Oct. 29. To register, call (617) 912-7862 or send e-mail to *schizophrenia@partners.org*.

Calling all hockey players

Team MGH is planning for its third hockey game against the Bruins Legends Jan. 21 and is looking for employees interested in joining the team. Information sessions for interested players will be held Nov. 4 at 4:30 pm and Nov. 5 at 7:30 am. Both sessions will be held in the Murphy Conference Room, Bigelow 800. This "no-check" game will be played at the Harvard University Arena and will benefit the MGH United Way campaign. For more information, call Ron Doncaster at (617) 887-3505.

CRP training seminar

The Clinical Research Program (CRP) is sponsoring "Conducting FDA-regulated Research" Oct. 28, from 8 am to 2:30 pm in the Wellman Conference Room. There is a fee, and enrollment is limited. To register, visit *http://crnet.mgh.harvard.edu* or call (617) 726-1669.

Case Management seminar

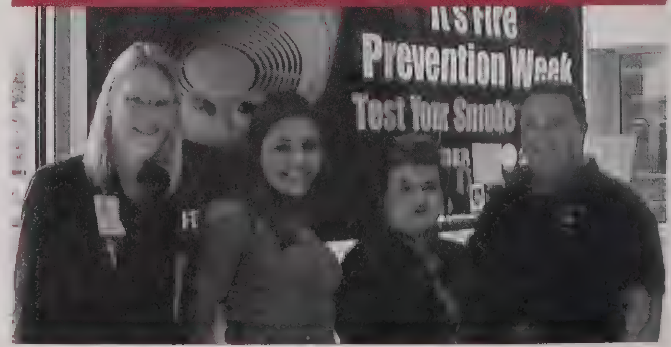
The MGH Case Management Department will sponsor an education seminar "Alternative Therapies" Nov. 2, from 2 to 3 pm in the O'Keeffe Auditorium. Lucy Chen, MD, an MGH anesthesiologist, will discuss acupuncture and acupressure. Regina Powers, RN, MSN, an MGH trauma nurse coordinator, will provide information about homeopathy, Chinese medicine and yoga. Catherine Ulbricht, PharmD, senior MGH pharmacist, will discuss the safety of herbs and supplements. All three speakers as well as information tables will be available from 3 to 4 pm outside the O'Keeffe Auditorium. For more information, call Anna Carson at (617) 726-8184 or Melissa Robinson at (617) 724-7474.

Do your smoke detectors work?

In conjunction with Fire Prevention Week, the MGH Burn and Trauma Center hosted an information table about fire prevention and the use of smoke detectors Oct. 12 in the Main Corridor. The display featured information about the different types of detectors on the market, changing batteries and testing smoke detectors.

"After the recent fire in Dennis, Mass. that killed a family of five because of a non-functioning smoke detector, we wanted to get the message out about fire prevention," said Sally Morton, RN, of the Burn Center. "It's important to periodically check to make sure your smoke detectors are working properly."

The Burn Center will host another information table, "Everything You Wanted to Know About Smoke Detectors but Were Afraid to Ask," Oct. 29 at 1 pm in the Main Corridor. In preparation for turning back the clocks Oct. 31 – a time when batteries should be changed in smoke detectors – batteries will be distributed at the information table.



From left, Andrea Beloff, Robin Weingarten and Lynn Bellavia, all from the Burn Center, and Sean Hanlon of the Boston Firefighters Foundation.

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October 29, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGPO honors its physicians at 10th anniversary celebration

The Massachusetts General Physicians Organization (MGPO) celebrated its 10th anniversary with a special dinner held Oct. 23, that showcased the organization and celebrated physicians for their work taking care of patients.

The evening's highlight was the presentation of the Brian A. McGovern, MD, Award for Clinical Excellence. "In the aftermath of Brian's terrible death, many patients and colleagues spoke about his clinical skills, his compassion and dedication to patients," said David Torchiana, MD, chairman and CEO of the MGPO. "We decided to develop a clinical excellence award to honor Brian and recognize our physicians."

According to Torchiana, the response to the award was tremendous. The MGPO received 163 nominations for 91 different physicians. It was the first time in nearly 200 years of MGH history that an award has been given to physicians for clinical excellence.

Below are the award recipients with excerpts from their nomination letters.

- **Hasan Bazari, MD, of Internal Medicine, Nephrology**
  "Hasan is one of the physicians whose presence on the floors extends from early in the morning to late at night. His trademark bedside manner is soft-spoken, thoughtful, unhurried, even late at night, or amidst the commotion of an intensive care unit."

(Continued on Page 2)

From left, Doody, Bazari, Goodman and Godine with Torchiana.

Big winners in United Way kickoff raffle

Nancy Vieira of MGH Pathology still can't believe she won a 50-inch, high-definition TV as part of the MGH United Way campaign's kickoff raffle. "I was so shocked when I got the call," she said. "I didn't even realize there were prizes. I just always give to the United Way."

Raeke, left, along with Bill Banchiere from the MGH United Way Committee, congratulate Vieira.

And David Foley, who works at the Main Lobby information desk, couldn't have been happier about winning the autographed Tom Brady Patriots jersey. As an avid sports fan and collector of sports memorabilia, Foley is thrilled to add the jersey to his collection. Vieira and Foley were among more than 800 employees who made their United Way donations, raising an astounding $153,000 during the first week of the campaign.

More prizes will be raffled off during the next three weeks of the campaign, including eight hours of earned time donated by Human Resources, one month of free parking or a T pass donated by MGH Police, Security and Outside Services, and many more prizes. To be eligible for the weekly raffle drawings, MGH employees and staff must submit their United Way pledge cards by e-mail from *http://is.partners.org/hr/affiliates/mgh/united_way/emailpledge.doc*; or by paper to any of the United Way drop boxes located throughout the hospital, at CNY and the health centers; or electronically through PeopleSoft Employee Self Service at *http://is.partners.org/hr/affiliates/mgh/united_way/ESS.doc*.

(Continued on Page 2)

ADVANCES

Laughter helps patients in therapy sessions

Laughter may be the best medicine, but the role laughter plays in psychotherapy has been disputed since the days of Freud. While theories have ranged from laughter being harmful to its supporting the therapeutic partnership, none have been based on objective data. In the October issue of *The Journal of Nervous and Mental Diseases,* MGH researchers report the first physiologic evidence of the role of laughter during psychotherapy.

As part of a larger ongoing study of psychophysiology and empathy, the researchers videotaped therapeutic sessions and took physiologic measurements of both members of 10 unique patient-therapist pairs. Physiologic response was gauged by skin conductance, a measure of the activity of the sympathetic nervous system, which previous research has associated with increased empathy. Following the sessions, the videotapes were reviewed by independent observers who identified each laugh episode according to who was speaking prior to the laughter and whether the other person laughed as well.

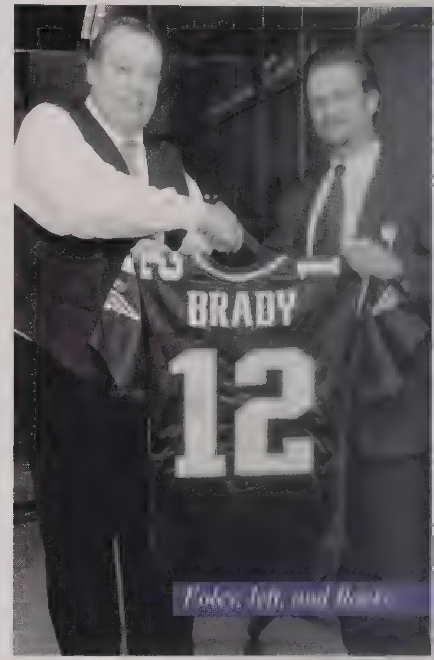
The researchers found that patients laughed more than twice as often as therapists did and were most likely to be laughing in response to their own comments. Physiologic measurements suggested that patients use laughter to communicate emotional intensity to psychotherapists, much like an exclamation point, and that patients' and therapists' laughing together magnifies that intensity and may contribute to feelings of rapport.

"Laughter is an indication that a subject is emotionally charged," says Carl Marci, MD, director of Social Neuroscience in MGH Psychiatry and the paper's lead author. "Taken with the current understanding of laughter outside of psychotherapy, our findings suggest that the patient who is laughing is trying to say more than has been expressed verbally to the therapist." Marci's MGH co-authors are Erin Moran and Scott Orr, PhD.

— Big winners in United Way kickoff raffle

(Continued from Page 1)

Most important, the real winners are those who benefit from the many United Way-affiliated programs and services. For example:



Fiske, left, and Raeke

- A $1-per-week donation can provide three hot meals to 11 hungry people.
- A $10-per-week donation provides 10 education classes for parents of children at risk of abuse.
- A $25-per-week donation provides a teen with a mentoring relationship for a year.
- A $50-per-week donation provides a young girl with science, math and technology educational materials.
- A $100-per-week donation provides 10 women with legal advocates to help overcome domestic violence issues.

"Our slogan this year is 'You've got the power' to remind all of our emplo[illegible] and staff that they have the power to make a difference with a donation – large or small – to United Way," says Ed Raeke, co-chair of this year's United Way committee. "I am confident that we will be able to surpass last year's fundraising total of $235,000 and achieve this year's goal of $250,000."

For more information or questions, send e-mail to *mghuwc@partners.org*. ●

— MGPO celebrates 10th anniversary

(Continued from Page 1)

- **Daniel Doody, MD, of Pediatric Surgery**

  "Every couple of weeks I see a family come to our clinic just so the child can say hello to Dr. Doody ... He never says 'no' when a patient needs him, whether for his surgical skill, his clinical wisdom, or simply for compassion and his hand to hold."

- **John Godine, MD, PhD, of Internal Medicine, Endocrinology**

  "As an intern, I admitted one of John's patients, and we agreed I would draw her blood at 3 am to check a test. My beeper went off 20 minutes later. Was it the lab calling in an abnormal value? No, it was John – he had set his alarm so he could check the value. He wanted me to know it was OK."

- **Annekathryn "AK" Goodman, MD, of MGH Vincent Obstetrics and Gynecology**

  "About 15 years ago, late one summer Saturday evening, I saw AK, then an oncology fellow, at the hospital. I knew she was not on call. AK was there to be with a patient who had advanced gynecologic cancer. The woman had no family or friends. She told AK that her sole wish was not to die alone and asked if AK would be w[illegible]r when her time came. And so, AK was keeping a vigil, honoring a solemn com[illegible]ent to a near anonymous patient. The patient died early Sunday morning, AK at her side." ●

MGH gets spooky

In the spirit of Halloween, Donna Lawson, RN, of Bigelow 11, organized a blood drive for her unit Oct. 18 to 22. Approximately 25 percent of the staff visited the MGH Blood Donor Center throughout the week to donate blood.

Over the summer, Lawson noticed there was always a need for blood at the hospital and wanted to do something to help. "My unit is always looking for ways to come together and make the hospital a better place," says Lawson. "So, we wanted to celebrate Halloween by donating blood."

MassGeneral Hospital for Children (MGHC) also got into the spirit of Halloween with a "Monster Bash" – the annual pediatric Halloween party – Oct. 26. At the Monster Bash, hosted by the volunteer group Angels Above, patients and their families enjoyed goodie baskets filled with treats.

More Halloween fun was had as groups of clowns, princesses and super heroes – led by the MGHC staff, disguised as their favorite sports stars – paraded through the hospital trick or treating Oct. 29.

Top, MGHC staff and patients celebrate Halloween. Bottom, Lawson (left) [illegible]d Chantalle Alcante, RN, donate blood.

Quilts help comfort patients

Colorful quilts brightened up the Main Corridor when the MGH Comforters – a volunteer group of MGH employees and volunteers who enjoy quilting – displayed their creations Oct. 21. The quilts were then donated to the MGH Northeast Proton Therapy Center to be given to pediatric patients with cancer and their siblings. The group, which meets a couple of times each month, made 41 quilts to bring comfort to those who are sick and their families.

For more information about the MGH Comforters, call the Volunteer Department at (617) 726-8540.

Quilters share their comfort.

Two MGHers receive prestigious award

Stuart Forman, MD, PhD, of MGH Anesthesia, and Stephanie Seminara, MD, of the MGH Reproductive Endocrine Unit, recently received the 2003 Presidential Early Career Awards for Scientists and Engineers at the White House Eisenhower Executive Office Building.

Presented by John H. Marburger, III, science advisor to President Bush and director of the Office of Science and Technology Policy, this award is the nation's highest honor for professionals at the outset of their independent research careers.

Eight federal departments and agencies annually nominate scientists and engineers whose work shows the greatest promise to benefit the nominating agency's mission.

The National Institutes of Health nominated Forman and Seminara, who were among only 57 researchers in the country to receive this award. ●

WHAT'S HAPPENING

Chaplaincy hosts Day of the Dead service

The MGH Chaplaincy Department will host a "Day of the Dead" service – a Mexican and Latin American tradition that remembers family members who have died – Nov. 2 at 12:15 pm in the chapel. Nancy Raines, a Spanish-speaking chaplain, will lead the service. All are invited to bring pictures of deceased family members to place at the altar. The service will be in English and Spanish. For more information, call (617) 726-2220.

CNY employee blood drive

MGH employees working at CNY are invited to participate in a blood drive Nov. 3, from 8:30 am to 2 pm. The MGH Bloodmobile will be located outside Building 149 on the garage side of 13th Street. For more information or to make an appointment to donate, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org.*

Menopause and Your Health

The MGH Women's Health Coordinating Council will host "Menopause and Your Health" Nov. 9, from 5 to 7:30 pm in the Blum Patient and Family Learning Center. The program is designed to help women better understand the facts about menopause and is the last program for 2004. The registration fee is $25. For more information, call Mary Ellen Heike at (617) 724-8044 or send e-mail to *mheike@partners.org.*

Pre-screening of Nursing Diaries

Patient Care Services will host a pre-screening of a television documentary, "Nursing Diaries" Nov. 4 at 1:30 pm in the O'Keeffe Auditorium. The first segment of "Nursing Diaries" was filmed at the MGH and features three story lines from the hospital. "Nursing Diaries" will premiere Nov. 7 at 10 pm on the Discovery Health Channel.

Call for abstracts

The deadline to submit abstracts for the Scientific Advisory Committee 2005: Celebration of Science Poster Session is now Nov. 10. Up to $750 in travel money to a scientific meeting will be awarded – five for clinical research and five for basic research. To submit abstracts online, visit *http://mghra.partners.org/sac/saccoverpage05.htm.* For more information, call Breda McCarron at (617) 726-3662.

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IN GENERAL

George Barker, MD, of the MGH Pulmonary and Critical Care Unit, recently was awarded a Pulmonary Fellowship from GlaxoSmithKline. Barker was one of seven people to be awarded the fellowship.

Jeffrey Cooper, PhD, of MGH Biomedical Engineering, was presented with the Lifetime Achievement Award at the annual meeting of the Association for the Advancement of Medical Instrumentation (AAMI). AAMI is an alliance of more than 6,000 members united by the common goal of increasing the understanding and beneficial use of medical instrumentation.

Tao Wu, PhD, of MGH Radiology, and **Richard Moore,** director of Breast Imaging Research at the MGH, received an award for the best paper published in *Medical Physics,* a scientific journal, in 2003.

A rewarding trip to South Africa

Peter L. Slavin, MD, president of the MGH, and Bruce Walker, MD, director of the Partners AIDS Research Center at the MGH, recently made a visit to the University of KwaZulu-Natal (UKZN) in South Africa to tour the Doris Duke Medical Research Institute at the Nelson Mandela School of Medicine and the new HIV treatment program at King Edward Hospital.

The construction of the institute was largely a result of a grant from the Doris Duke Charitable Foundation awarded to the MGH and given in full to UKZN. Slavin and Walker were accompanied by Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics for MassGeneral Hospital for Children, and Deval Patrick, Esq., general counsel for the Coca-Cola Company and a director of the MGH's President's Council. During their visit to South Africa, the MGH group also toured HIV research and treatment programs that are collaborative projects between the MGH and UKZN.

From left, Patrick, Walker and Slavin

November 5, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Flu vaccine shortage, strategic plan and fiscal review highlights leadership meeting

The shortage of flu vaccine was a major subject of the MGH leadership meeting held Oct. 27 in the O'Keeffe Auditorium. Brit Nicholson, MD, chief medical officer; David Hooper, MD, chief of the MGH Infection Control Unit; and Gregg Meyer, MD, medical director of the Massachusetts General Physicians Organization, gave an update about the hospital's plans to make the best use of the limited vaccine supply.

While the Centers for Disease Control and Prevention have released new guidelines to better manage the limited supply by giving the vaccine to only high-risk groups, the MGH has had to further prioritize these target groups. Those groups include patients who are 65 years and older who also have a high-risk condition such as heart disease, asthma, diabetes, or a weakened immune system; pregnant women in their second and third trimester who also have a high-risk condition; patients 18 to 65 years old with a high-risk condition requiring specialist services; and children under 18 who have a high-risk condition.

"Some very difficult decisions have been made to make the best use of the vaccine that we have," said Meyer. "We need the help of all of our primary care and certain specialist physicians to help determine which of their patients are in most critical need of the vaccine. As additional vaccine becomes available, we will be able to provide it to more of our highest risk patients."

As co-chair of this year's United Way campaign, Joseph Vacanti, MD, chief

(Continued on Page 3)

An evening of hope – Celebrating the Schwartz Center

Hope springs eternal. When Alexander Pope penned this phrase in the mid-18th century, he had no way of knowing how illuminating and important these words would be to those who are part of the health care community. Hope helps people face adversity, brings strength to relationships between patients and caregivers, and creates support for programs and practices that embrace compassionate health care in the medical community.

This theme of hope was the focal point of the ninth annual Kenneth B. Schwartz Center dinner, held Oct. 28 at the Westin Hotel in Boston. More than 1,200 supporters and friends gathered to celebrate the center's ongoing efforts to strengthen the relationship between patients and caregivers.

For families with children who have cancer, hope becomes one of the most important facets of their treatment plans. Oncology nurse Helen Mullen, RN, of the UMass Memorial Medical Center, brings such hope to each of the children she treats. For her extraordinary work in caring for sick children and their families, Mullen was honored with the Schwartz Center Compassionate Caregiver of the Year award, which was presented to her at the dinner. Other finalists included MGHers Rochelle Butler, LPN, of MGH Nursing; Alice Flaherty, MD, PhD, of Neurology; and Sandra McLaughlin, LICSW, and Nesli Basgoz, MD, a caregiving team in the Infectious Disease Division.

The evening culminated in a musical performance by local folksinger-songwriter Patty Larkin, who has written songs recorded by many artists including Holly Cole and Cher. Her most recent album, "RED=LUCK," is a self-described "meditation on hope."

Kenneth B. Schwartz was a Boston lawyer and health care advocate who devoted his life to making a difference in the Boston community and elsewhere. The Schwartz Center was established by family and friends in his memory following his death in 1995 of lung cancer at age 40. ●

Larkin

Putting compassion into action: United Way campaign benefits MGH

United Way is well known for helping families and individuals in need in Boston and its surrounding areas. As the hospital's United Way campaign comes to a close Nov. 5, programs are under way that highlight the importance of United Way funding not only in the community, but also at the MGH itself.

You've got the
POWER!
United Way
Massachusetts Bay

While the MGH United Way campaign sets a fundraising goal each year – this year's goal is $250,000 – a percentage of all monies raised beyond the hospital's goal goes directly back to the MGH as a donation to the Social Services Department. This money helps to fill in the gaps in services supporting the needs of patients and their families. The money is used as emergency, one-time costs and are an effective way MGHers can help those in need through the United Way.

The MGH channels these United Way funds into initiatives such as providing affordable lodging and transportation for out-of-town patients' families; offering specialized summer camps for pediatric patients; gathering sweatsuits and socks for the homeless; and assisting patients and families with rent, utilities and food when in desperate situations.

"Giving to United Way is an excellent way to help others in need," says Ed Raeke, director of MGH Materials Management and co-chair of the 2004 United Way Committee. "MGHers have the opportunity to share their resources and can feel good that their contributions are used wisely by United Way agencies and our very own Social Services Department."

In the first two weeks of the campaign, the MGH already reached 70 percent of its goal, but still needs the support of MGHers to reach the ultimate goal of $250,000. While the official campaign comes to a close Nov. 5, pledges still will be accepted during the next several weeks. Weekly raffle prizes also will continue to be given away until Nov. 19 when the grand prize raffle drawing will be held.

MGH employees and staff can submit their United Way pledge cards by e-mail from *http://is.partners.org/hr/affiliates/mgh/united_way/emailpledge.doc*; by paper at any of the United Way drop boxes located throughout the hospital, at CNY and the health centers; or electronically through PeopleSoft Employee Self Service at *http://is.partners.org/hr/affiliates/mgh/united_way/ESS.doc.* ●

MGH community health centers make strides against breast cancer

The American Cancer Society's Making Strides Against Breast Cancer walk has become a fall tradition for the MGH community health centers – Back Bay, Charlestown, Chelsea, Everett, Revere and the North End.

This year 85 employees, patients, family and community members from MGH Community Health Associates and the community health centers participated in their 10th walk Oct. 17, raising funds for the American Cancer Society's breast cancer research, education and patient support programs. At the walk, six MGH health center employees wore pink sashes proclaiming them as breast cancer survivors. Approximately 30,000 walkers in the Boston area helped raise $3 million.

Making Strides underlines the daily work of the MGH community health centers to fight breast cancer in women in Boston, regardless of insurance status. The Dana Farber/Partners Breast and Cervical Cancer Screening Collaborative (BCSC), a program of MGH Community Health Associates, provides free breast and cervical cancer screenings to uninsured and underinsured women in the community health centers.

"Making Strides is important not just for the funds raised," says Eileen Manning, RN, clinical director of the BCSC. "It also reminds us that early detection and treatment are key in helping to improve the diagnosis and treatment of breast cancer for all women."

MGHers walk for a cause close to their hearts

MGH Downtown celebrates 10 years of success

It was on Aug. 1, 1994 that MGH Downtown saw its first patient. Now, 17,000 patients and 10 years later, the successful practice recently celebrated a decade of providing excellent patient care to working professionals from the financial district and patients referred from the MGH. Members of the MGH and the Massachusetts General Physicians Organization (MGPO) senior leadership joined Mark Costa, MD, medical director of MGH Downtown, and the rest of the practice staff to mark this milestone at a special reception Oct. 7.

The reception featured a presentation of some of the highlights of the practice's successes during the last 10 years, including the adoption of a new practice model, the introduction of a residency rotation and the implementation of new technologies such as digital voice dictation, a radiology online system and [illegible]eb-based application for patients.

In looking to the future, the practice plans to continue to implement more technologies to increase the efficiency of patient care and will be adding a new staff physician, Laren Abbate, MD.

"We are honored and grateful to have served the MGH over the past 10 years," said Costa. "With the support of MGH and MGPO leadership, our practice is well prepared to face the 21st century with continued integrity and excellence in patient care."

R[illegible]rd Winickoff, MD, former medical director of MGH Downtown, presents the practice with a token of appreciation.

Boston MedFlight soars

Boston MedFlight recently was recognized with two prestigious honors – full accreditation from the Commission on Accreditation of Medical Transport Systems (CAMT) and the Program of the Year Award from the Association of Air Medical Services (AAMS). Boston MedFlight – an organization that transports emergency patients 24 hours a day, seven days a week by helicopter – is financially supported in part by a group of six Boston hospitals, including the MGH.

CAMT is the national organization that verifies critical care transport programs. The accreditation achievement recognizes MedFlight's success in meeting the most rigorous standards of the commission, which evaluates everything from training and education of clinical crew to maintenance standards and pilot training.

AAMS is an international association serving providers of air and surface medical transport systems. The Program of the Year Award recognizes MedFlight for demonstrating a superior level of patient care, management, customer service, safety consciousness, marketing ingenuity and a commitment to the medical transport community as a whole.

— Leadership meeting

(Continued from Page 1)

of MGH Pediatric Surgery and surgeon-in-chief of the MassGeneral Hospital for Children, gave an update about the hospital's campaign, emphasizing this year's goal to exceed the fundraising target of $250,000 and increase participation to 1,250 donors or more.

The leadership meeting also was an opportunity to thank all employees and staff involved in the opening of the new Yawkey Center for Outpatient Care. Greg Pauly, chair of the Yawkey Center Operations Committee, gave an update about the new center, the first and second phases of moving into the building and talked briefly about the new hotel to be built on the Charles Street Jail site that will begin construction in January.

Offering updates about the hospital's strategic plan, Allison Rimm, vice president for Strategic Planning and Information Management, discussed the implementation phase of the strategic plan; Marianne Ditomassi, RN, co-chair of the Workforce Task Force, shared the success of the Summer Fun program; and Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, gave a colorful Red Sox-themed presentation about the work of the Capacity Management Task Force.

Sally Mason Boemer, vice president for MGH Finance, gave a preliminary report about FY'04 year-end results, noting that the MGH slightly exceeded its budgeted margin target for the year. Patient service revenue for the year was slightly behind budget, but was offset by strong nonpatient revenue, particularly in the area of royalty income. Aggregate expenses were within 0.5 percent of budget; cost of free care services increased significantly compared with the previous year; and research revenue grew 15 percent from last year. ●

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MGH**HOTLINE**

What's Happening

Parking garage construction
The MGH Fruit Street parking garage will be closed the first three weekends in November for repairs. The garage will close from Nov. 6 at 7 am to Nov. 8 at 6 am; Nov. 13 at 7 am to Nov. 14 at 6 am; and Nov. 20 at 7 am to Nov. 21 at 6 am. All vehicles in the garage before each closure will be able to exit the garage at any time. MGH employees can park in the Parkman Street garage using night/weekend access cards. On the above construction dates, employees will be allowed to park in the Yawkey Center garage by pulling a ticket upon entry. Employees will need to present the ticket and their night/weekend card to a cashier in the Yawkey lobby to exit. For more information, call the MGH Parking Office at (617) 726-8886.

EAP seminars
The Employee Assistance Program (EAP) will sponsor the second part of "Working and Breastfeeding: Returning to Work and Maintaining Your Milk Supply While Working" Nov. 9, from noon to 1 pm in VBK 401. Germaine Lambergs, RN, an MGH lactation consultant, will provide expectant and nursing parents the basics on how to use breast pumps and how to solve possible problems that may arise.

The EAP also will hold the next meeting of its elder care monthly series Nov. 9, from noon to 1 pm in the Trustees Conference Room, Bulfinch 225A. For more information on either event, call the EAP at (617) 726-6976 or visit *www.eap.partners.org.*

Bowling league recruiting members
The MGH/Partners bowling league still has openings on its team. The team meets Thursdays at 5:30 pm at Sacco's Bowl Haven in Somerville near the Red Line's Davis Square T stop. For more information, call Judy Boyer at (617) 732-6965, Bill Dignan at (617) 724-4542, Carolynn DiRienzo at (617) 724-0543 or Lenny Givens at (617) 724-9930.

Hazmat recruitment drive
The Hazmat Response Team will hold a recruitment drive Nov. 18, from 10 to 11 am in the Wellman Conference Room. The presentation will cover the training and other requirements for becoming a Hazmat Response Team member. A Human Resources representative also will be on hand to provide information about attending training and drills. For more information, call Eliza Gregory at (617) 726-1332.

CRP seminar
The Clinical Research Program (CRP) and the Laboratory of Computer Science will offer "Using the Web-based Partners Research Patient Data Registry to Find Patient Cohorts for Clinical Research Studies" Nov. 17, from 4 to 5 pm in the O'Keeffe Auditorium. Shawn Murphy, MD, PhD, of the Laboratory of Computer Science, will present a brief overview of this Partners information resource. Registration is recommended. To register, visit *http://crnet.mgh.harvard.edu/*. For more information, call Elaine Almeida at (617) 726-5010.

In General

Sekar Kathiresan, MD, of the MGH Cardiology Division, recently received the American College of Cardiology Foundation/Merck Adult Cardiology Research Fellowship Award and the GlaxoSmithKline Research and Education Foundation for Cardiovascular Disease Award for Young Investigators.

Robert Sheridan, MD, of MGH Burn and Trauma Services, received a Governor's Community Service Award from the American College of Chest Physicians for his work helping to create a burn program in Honduras.

MGH recognized for disability awareness efforts

The MGH was recognized at the State House Oct. 26 for its efforts to address employment and access issues for people with disabilities. Massachusetts Lieutenant Governor Kerry Healy presented the 2004 Exemplary Employer Award to Jeff Davis, senior vice president for MGH Human Resources, who accepted the award on behalf of the MGH. The award is presented yearly by the governor's office on behalf of the Governor's Commission on the Employment for People with Disabilities.

The hospital was one of 12 organizations to receive the award.

Davis and Healy

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

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November 12, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MASSACHUSETTS GENERAL PHYSICIANS ORGANIZATION

MGPO: A decade of progress

Ten years ago, MGH physicians came together to form the Massachusetts General Physicians Organization (MGPO) to provide a unified voice for the hospital's physicians. Today, the MGPO is made up of 1,700 physicians and is the largest group practice in New England. It is a partner of the MGH, a member of Partners and a teaching affiliate of Harvard Medical School.

The organization has had three CEOs during the past decade – W. Gerald Austen, MD, Peter L. Slavin, MD, and David F. Torchiana, MD, the current CEO and chairman. Its management team includes three members who have been a part of the MGPO since the beginning – Anne J. Dubitzky, vice president of Managed Care Contracting and Marketing, Daniel A. Ginsburg, president and chief operating officer, and James L. Heffernan, chief financial officer.

For the past 10 years, the MGPO has had one overall goal – to support doctors in their efforts to provide excellent care to patients. The MGPO has made much progress educating payors, government leaders and the public about the resources needed to provide this care – an especially challenging task given the high cost of living and low reimbursement levels in Massachusetts.

Over a decade ago, the hospital had no managed care contracts. Today, the MGPO has more than 20. The MGPO helps manage the requirements of these contracts. In addition, the MGPO has played a key role in ensuring that physician payment is based on delivering care safely and efficiently, not on limiting services.

Getting timely and fair reimbursement is another goal of the MGPO. The Professional Billing Office (PBO) helps doctors get paid quickly and accurately. Each year, the PBO works with 200 practices and processes 1.8 million claims. At the same time, the PBO continues to improve the collection

(Continued on Page 2)

MGH Chelsea cares for kids

Marisol Coreas, of the MGH Chelsea HealthCare Center, recently noticed many Somali Bantu refugee children from the Chelsea area wearing flip-flops to the health center in cold weather. With the winter months approaching, Coreas decided to hold a shoe drive in conjunction with Domestic Violence Awareness month to recognize that many of the Somali Bantu families left their countries because of violence.

Coreas first brought her idea to Jeannette McWilliams, administrative director of MGH Chelsea, who embraced the idea, and then asked local vendors to donate shoes, sneakers and socks. One vendor even donated a foot measuring device to help Coreas get accurate measurements. She then teamed up with the health center's Somali interpreters, who identified a list of families in need and called the families to have them bring their children to the health center. A total of 100 children from 30 families and several mothers received new shoes at the beginning of November. Coreas still has additional pairs of shoes and socks in her office for future families in need.

"Being a new mother myself, I wanted to do something to help these children," said Coreas. "My hope is to inspire others about the importance of helping those in need."

Coreas, left, and Carolyn Vega, of MGH Chelsea, with some of the shoe recipients.

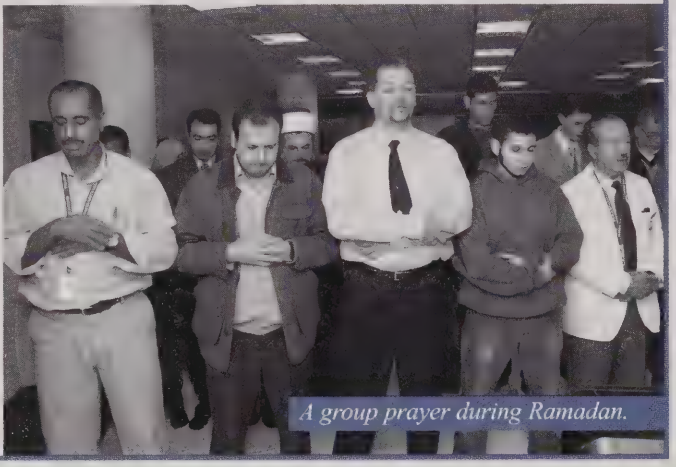
MGH observes Ramadan

In the spirit of unity and community building, the Patient Care Services Diversity Steering Committee, the Chaplaincy Department and MGH Muslim staff organized an Iftar dinner – the breaking of the fast during the holy month of Ramadan – Oct. 27. The MGH community celebrated with Muslim patients, family members, staff and friends, along with Jeanette Ives Erickson, RN, MS, senior vice president of Patient Care Services and chief nurse, and Peter L. Slavin, MD, president of the MGH.

During Ramadan, which began at sundown Oct. 15, healthy Muslim adults and many children fast from dawn until sunset for 29 or 30 days. Also during Ramadan, Muslims perform good deeds such as offering additional prayers, giving to more charities, improving family relations and helping the poor and the sick. The purpose of the fasting tradition is for Muslims to acquire self-control, discipline, generosity and God-consciousness by eliminating impurities from the body.

During Ramadan, group prayers will take place in the Muslim prayer room in Founders 409.

For more information regarding prayer times or to learn more about Ramadan, send e-mail to *teid@partners.org* or *fpathan@partners.org*.



A group prayer during Ramadan.

— MGPO

(Continued from Page 1)

rate and reduce the number of days that claims spend in accounts receivable.

The MGPO also focuses on physician worklife issues.The administrative burden that physicians face is broader than billing issues. The MGPO sponsors a physician leadership development program, an ambulatory consulting service, a physician compensation team and has recently launched a practice advisory board, with a goal of helping physicians run their practices in this complex environment.

The MGPO plans to strengthen its efforts to advocate for physicians and their patients. "It's not easy to be a doctor these days," says Torchiana. "There's pressure to work harder for less, and outside forces increasingly dictate how we do our jobs. As an organization, we are committed to making sure that doctors continue to have the resources and responsibility to effectively care for our patients."

For more information about the MGPO, visit its website at *http://is.partners.org/mgpoOnline/index.asp.* ●

ADVANCES

Study of cancer trials finds significant safety improvement

The chance that patients in early-stage cancer research studies will die from the experimental treatments has dropped dramatically over the past decade, according to a MGH study in the Nov. 3 *Journal of the American Medical Association*. An analysis of more than 200 Phase 1 research trials from 1991 through 2002 showed that treatment-related deaths decreased by 90 percent during the study period. "Now we can tell patients with cancer that, compared with 10 years ago, they can expect a higher level of safety when they enroll in early-stage clinical trials," says Thomas Roberts Jr., MD, of the MGH Cancer Center and the paper's lead author.

Representing the first time potential new drugs are tested in humans, Phase 1 trials have a goal of assuring drug safety and determining the best dosage. Since there had been no comprehensive safety analysis of Phase 1 cancer trials since the mid-1980s, while concerns about safety had risen, the researchers compiled a database of trials that included approximately 6,500 patients and analyzed information on deaths, toxic effects and whether treatment caused tumors to shrink.

The most significant change during the study period was the dramatic drop in the risk of drug-related deaths. The chance that tested drugs would have a measurable anti-tumor effect also dropped but by only 50 percent, suggesting a possible improvement in the overall risk/benefit ratio. The researchers note that safety improvements could result from increased attention to regulations, the use of less-toxic targeted therapies and improvements in supportive care. Because targeted therapies may stop tumor growth without measurable shrinkage, new ways of evaluating success may be required, says Roberts.

His MGH co-authors are Bernardo Goulart, MD, Bruce Chabner, MD, Jeffrey Clark, MD, Elkan Halpern, PhD, and G. Scott Gazelle, MD, MPH, PhD.

PACE by the numbers

The implementation of a new outpatient registration and billing system called PATCOM at the end of January will mark the completion of PACE (Practice Administrative Cycle Enhancements) – a project that began in January 2002 to improve registration and referral processes. The scope of the project is tremendous and affects many areas of the hospital. The proof is in the numbers, some of which are listed below.

From June 2003 through August 2004, the outpatient practices had the following:

- A two-day training session on new practice operations was attended by 996 staff members. These same employees, along with many other staff throughout the organization, will be trained on procedures supporting the PATCOM implementation.
- The practices transferred 110,000 calls to the Registration and Referral Center (RRC).
- The practices sent 90,000 patients to an express phone to make changes to their demographic or insurance information.

The PACE project team accomplished the following:

- The team coordinated the implementation of the new PACE model processes at 153 physical locations, which included 293 scheduling departments.
- The team also coordinated the implementation of a new label system used on ancillary service requisitions, installing 450 printers for label production.
- The implementation team dedicated more than 20,000 employee hours to the f[illegible]wo phases of the project and held more than 1,600 implementation meetings a[illegible]e practices.
- The team conducted 1,376 hours of training.

The RRC achieved the following:

- The staff handled 310,000 inbound calls and made 360,000 outbound calls to patients to ensure the most up-to-date patient information.
- The staff answered 84 percent of calls within 20 seconds, which is less than three rings.
- The RRC mailed more than 100,000 blue cards.

The Clinical Support Services were heavily involved with PACE:

- Clinical Support Services represented 1.7 million tests a year in 60 different departments.
- The staff used 17 different computer systems, all of which needed to be integrated in the new PATCOM system.
- Approximately 580 Clinical Support Services staff will be trained to use PATCOM.

Patient Accounts made major contributions to PACE:

- Patient Accounts estimates that more than 1.8 million outpatient bills will be produced by PATCOM.
- Patient Accounts answered 100,000 calls about billing questions, which is expected to decrease next year based on PACE improvements.

The PATCOM Testing Team helped the PACE project with the following:

- The team dedicated more than 1,500 hours to test development.
- The team processed 4,074 scenarios, [illegible]h took three weeks and 60 people to test the new PATCOM system.

PACE
PATIENT ADMINISTRATIVE CYCLE ENHANCEMENTS

For more information, contact *paceproject@partners.org*. ●

MGH to develop tuberous sclerosis facility

Through a generous $6 million contribution from Carol and James Herscot to the MGH, the hospital will create a new center benefiting children, adults and families touched by tuberous sclerosis complex (TSC). Once established, the center will be one of the world's most sophisticated and comprehensive TSC facilities.

Tuberous sclerosis complex is a disorder with a wide range of potentially devastating symptoms affecting several organ systems, including the brain, skin, eyes, heart, lungs and kidneys. Although genetically inherited, TSC can affect individuals quite differently, even within a family. While epilepsy and benign tumors are the most common disabilities, secondary complications include memory and attention problems, depression and social isolation. TSC is one of the single largest causes of autism. It is more common than muscular dystrophy and cystic fibrosis.

Led by Elizabeth A. Thiele, MD, PhD, director of the Epilepsy Service at MassGeneral Hospital for Children and one of the nation's foremost TSC experts, the new center will feature state-of-the-art clinical facilities in the hospital's new Yawkey Center, collaborative research initiatives within the hospital and among the broader Harvard medical community, and educational programs for medical students, advanced trainees and practicing physicians. Clinical care for children and adults will be enhanced by the addition of medical specialists and nurse coordinators who will help maintain a seamless network of primary and specialty care. The center will play a lead role in increasing the visibility of TSC worldwide.

Real estate developer James Herscot and his wife Carol have dedicated their lives to advancing TSC research and treatment. Previous gifts from the Herscot family to the MGH have been instrumental in allowing Thiele and her colleagues to advance vital research studies and further the development of a unique TSC patient database.

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MGH**HOTLINE**

WHAT'S HAPPENING

EAP seminar

The Employee Assistance Program (EAP) will sponsor "Who's Driving Your Bus?" Nov. 18, from noon to 1 pm in the Wellman Conference Room. Suzanne O'Connor, RN, MS, a psychiatric clinical nurse specialist, and the EAP staff will lead a humorous and insightful seminar that will help inspire employees to take life in the direction they choose. Nursing CEUs available. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Partners Responsible Conduct of Research program

Partners Responsible Conduct of Research Program will be held May 11, 2005, from 5 to 9 pm in the O'Keeffe Auditorium. This program is designed to fulfill the NIH ethics-training requirement for all pre-doctoral and post-doctoral National Research Service Award trainees receiving support from grants, fellowships or the Mentored Clinical Scientist Development Award. To register, send e-mail to *mboule@partners.org*.

Senior HealthWISE seminar

MGH Senior HealthWISE and the Blum Patient and Family Learning Center will co-sponsor "Flu Season Without a Flu Shot: What Do I Need to Know?" Nov. 16, from 11 am to noon in the Walcott Conference Rooms. Paula Wright, RN, of the MGH Infection Control Unit, will discuss what seniors can do to protect themselves from the flu, how to know if they have the flu and what to do if they have symptoms. This event, for seniors 60 years and older, is free of charge. For more information, call (617) 724-6756.

Great American Smokeout

The MGH Quit Smoking Service will sponsor an information booth in recognition of the Great American Smokeout Nov. 18, from 9 am to 2 pm in the Main Corridor. Information about smoking cessation programs and monthly support groups to help people stop smoking through the Quit Smoking Service will be available. For more information, call Michele Burgener at (617) 726-7443.

Nursing Career Expo

Patient Care Services Human Resources will host a Nursing Career Expo Nov. 14, from noon to 3 pm in the North and East Garden Dining Rooms. Learn about and interview for staff nurse (new graduates and experienced), clinical nurse specialist, RN project manager and surgical technologist opportunities at the MGH. For more information, call Sarah Welch at (617) 726-5593 or send e-mail to *shwelch@partners.org*.

Management of Aggressive Behavior seminars

MGH Police and Security will offer two Management of Aggressive Behavior seminars Nov. 16, from 7:30 to 10:30 am in the Burr 5 Conference Room and Nov. 18, from 4 to 7 pm in the Walcott Conference Rooms. This program will provide diverse strategies for preventing and diffusing aggressive, threatening or assaultive behavior and will provide skills to increase confidence in managing conflict. The cost of the course is $30. To register, call Stacey Kelley at (617) 724-3030 and provide the date of preferred seminar, name and department.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

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MGH Public Affairs Office.

(617) 726-2206

Only one way to win – Give to United Way

While the official MGH United Way campaign came to a close Nov. 5, pledges still are being accepted. This means MGHers can still win one of the weekly raffle prizes up until Nov. 19 when the grand prize raffle drawing will be held.

MGHers still have time to win one of the following:

- a trip for two anywhere in the U.S. or Caribbean;
- two tickets to a New England Patriots game and tailgate party;
- Teddy Bruschi-autographed football helmet;
- one month free parking or T pass;
- dinner cruise for two on the Spirit of Boston;
- billiards party for 10;
- North American Adventure Package (two-night stay at a destination hotel);
- VCR/DVD player;
- three-month free membership at the Clubs at Charles River Park;
- a 23-hour round trip cruise from Portland, Maine to Yarmouth, Nova Scotia; and
- many more prizes.

You've got the POWER!
United Way
Massachusetts Bay

To be eligible, MGHers can turn in their United Way pledge cards by e-mail from *http://is.partners.org/hr/affiliates/mgh/united_way/emailpledge.doc*; by paper to any of the United Way drop boxes located throughout the hospital, at CNY and the health centers; or electronically through PeopleSoft Employee Self Service at *http://is.partners.org/hr/affiliates/mgh/united_way/ESS.doc*.

November 19, 2004

MGH**HOTLINE**

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Seminar addresses how to avoid the flu without a flu shot

With flu season coming and a shortage of vaccines, people from all age groups are concerned about protecting themselves from the flu. MGH Senior HealthWISE and the Blum Patient and Family Learning Center recently addressed this topic at one of the monthly Senior HealthWISE seminars. "Flu Season Without a Flu Shot: What Do I Need to Know?" held Nov. 16 in the Walcott Conference Rooms, was tailored for seniors from the surrounding community, but the information on flu protection can be applied to the MGH community as a whole.

Paula Wright, RN, of the Infection Control Unit, spoke about what the flu is, how it differs from the common cold, how to find out if one has the flu, how it spreads and what to do to prevent the flu. "The flu will definitely have you in bed," said Wright. "The best way to prevent this is to wash your hands. It is the single most effective way to prevent the spread of germs."

Good health habits also can help prevent the flu and include getting adequate sleep, exercising, managing stress and maintaining a healthy diet.

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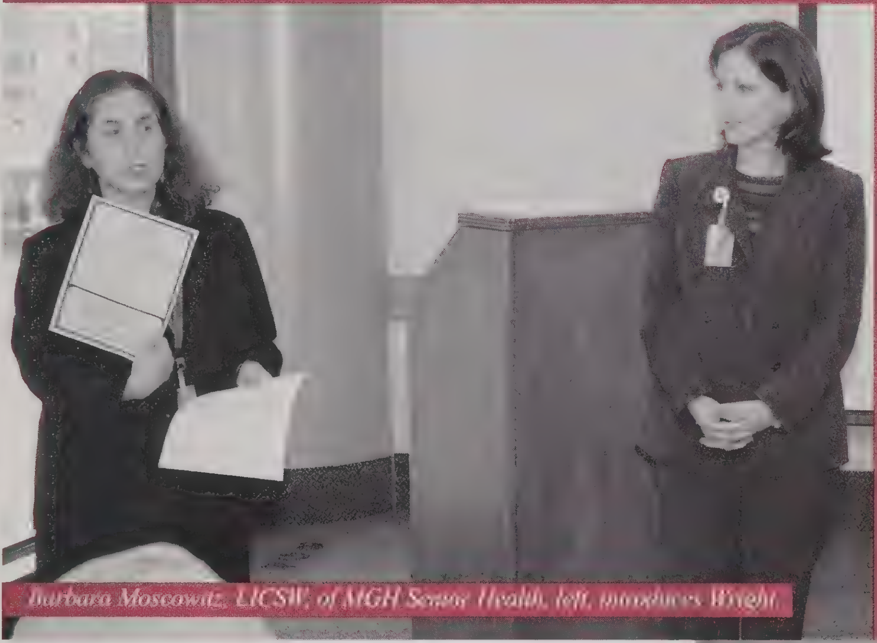


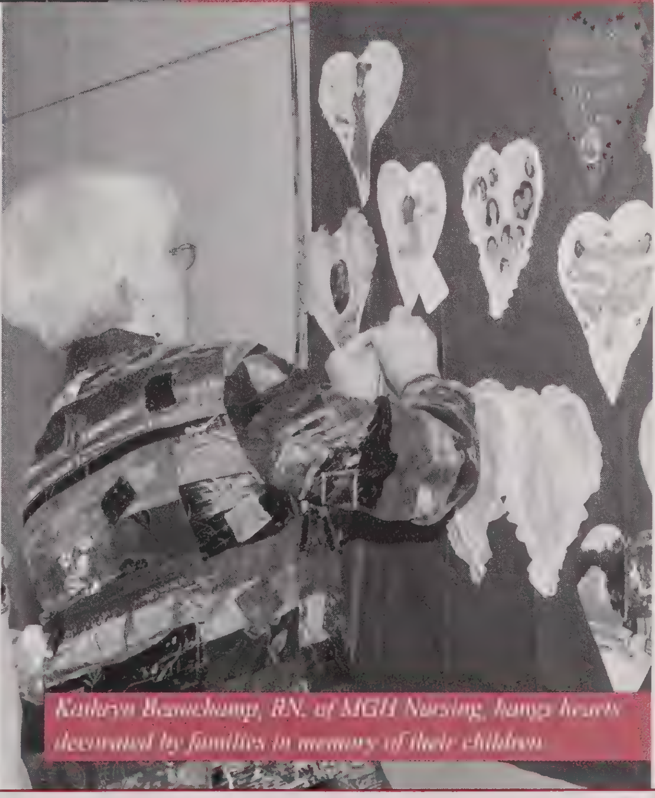
Barbara Moscowitz, LICSW, of MGH Senior Health, left, introduces Wright.

Memorial service provides comfort and support

The MassGeneral Hospital for Children Comfort and Support After Loss Committee held the 13th annual Pediatric, Neonatal and Obstetric Bereavement Program Nov. 7 in the O'Keeffe Auditorium. This service is dedicated to those who have experienced the death of an infant, child or adolescent and also includes families who have experienced miscarriage, stillbirth and neonatal loss.

Alan Ezekowitz, MBChB, DPhil, chief of Pediatrics, Howard Weinstein, MD, chief of Pediatric Hematology-Oncology, and Lori Carson, RN, nurse manager for Labor and Delivery, each gave a welcome address. Susan and Tom Walsh, who lost their son, Alex, spoke about their journey through grief and bereavement during the past five and a half years.

Interwoven throughout the service were music and songs by the St. Thomas Villanova Church and St. Florence Parish choirs. Parents and family members were given tulip bulbs and a pewter heart in memory of their children. The 1998 to 2003 memorial quilts and the 2004 memorial scrapbook also were on display. ●



Kathryn Beauchamp, RN, of MGH Nursing, hangs hearts decorated by families in memory of their children.

Clean hands help patients

The results are in for the third quarter MGH Hand Hygiene Clean Sweepstakes, and eight patient care units have been rewarded for having the highest hand hygiene compliance before and after patient contact. Congratulations go to Bigelow 9, Phillips 21, Bigelow 10, White 12, Ellison 17, Phillips 22, Blake 12 and Blake 6.

The Clean Sweepstakes is sponsored by the STOP – Stop Transmission of Pathogens – task force. It is a friendly competition among patient care units to encourage all MGHers to use Cal Stat – a waterless hand disinfectant – before and after patient contact to help reduce the rates of hospital-acquired infections and improve patient care.

For the contest, patient care units have been divided into clusters of four to six units with each unit competing against each other every quarter. MGH Infection Control Unit staff members regularly visit the units to observe compliance with required hand hygiene practices. Observation data is compiled on a quarterly basis, and compliance rates are calculated and reported back to each unit. Each quarter, one unit from each cluster wins a Clean Sweepstakes prize, usually a pizza party or other celebration for the unit staff.

Two units have swept all three contests within their respective clusters over the past nine months – Bigelow 9 and Ellison 17. Blake 12 and White 12 have won two out of three contests within their cluster. The remaining four units are first-time winners.

For the fourth quarter, the contest will focus on "most improved" for the units that have made the most significant progress for the entire year. In addition, any unit that achieves both a compliance rate of at least 50 percent before and 70 percent after contact with a patient or a patient's environment will receive a special reward and will become members of the new 50/70 Club.

For more information about the Clean Sweepstakes, call Rosemary O'Malley at (617) 726-9663.

National Case Management Week recognized at MGH

The MGH Case Management Department recognized National Case Management Week Oct. 13 to 16. This year's events followed the Case Management Society of America's theme for the week, "Case Managers, the Passion for Caring; the Power of Collaboration; the Promise of Hope."

Throughout the week, the MGH Case Management Celebration Committee provided educational opportunities for the MGH community about the Case Management Department, post-acute hospital discharge options, financial responsibilities when hospitalized, and alternative and complementary therapies.

The department sponsored a Case Management information table Oct. 12 and 14 in the Main Corridor. Brochures about the department and commonly asked question about post-acute services and Medicare-specific information were available. In addition the third annual Case Management variety/change show was held Oct. 14. Music, laughter and levity filled the Meltzer Auditorium at Mass Eye and Ear Infirmary as case managers and other MGH staff performed skits and hosted a fashion show of African attire. A slide show completed the event.

The recognition week continued Nov. 2 when the department offered an educational seminar, "Alternative Therapies," that combined information about complementary and alternative therapies and conventional Western medicine. Lucy Chen, MD, an MGH anesthesiologist, discussed acupuncture and acupressure. Regina Powers, RN, MSN, an MGH trauma nurse coordinator, provided information about homeo[illegible]. Chinese medicine and yoga. Catherine Ulbricht, PharmD, senior MGH pharmacist, discussed the safety of herbs and supplements.

For more information about the department, call Anna Carson at (617) 726-8184 or Melissa Robinson, RN, at (617) 724-7474. ●

Stewart Memorial scholarships presented

Steven Mikula, a construction manager in the MGH Planning and Construction Office, and Denis Garriepy of Walsh Brothers Construction Co., were the recent recipients of the fifth annual Clifford D. Stewart Memorial Scholarship.

The scholarship was named in memory of Clifford Douglas Stewart III who spent 20 years working at the MGH for Walsh Brothers Construction Co. until he died at the age of 47 in 1999. The scholarship allows employees of the MGH, Walsh Brothers or other contractors working at the MGH to further their education in the contracting industry by taking college or construction trade courses.

Mikula and Garriepy were recognized for their dedication and commitment to excellence as well as their thirst for knowledge, attributes they shared with Stewart. The scholarships were presented Oct. 27 at a breakfast reception in the East Garden Dining Room. ●

Stewart

MGH HOTLINE

STARs shine in MGH Surgery

The MGH Department of Surgery recognized its "STAR" employees at the second annual STAR award ceremony and luncheon Nov. 1 in the Sweet Conference Room. The STAR – Surgery Tribute and Recognition – program recognizes nonphysician employees in the Department of Surgery for their outstanding performance based on nominations. A committee of four members of the Department of Surgery and a Human Resources representative evaluate the nomination forms and vote on a monthly basis.

The recipients for fiscal year 2004 were Marie Doland, Amy Christmas, Karen McDowell, Carole Lyons, Kathleen Fay, Maria Doherty, Emily Hill, Audrey O'Keefe, Sandra Croteau, Gail Monahan, Jamie Brown and Susan Gravinese.

Andrew Warshaw, MD, MGH surgeon-in-chief, along with Ann Prestipino, senior vice president for MGH Surgical and Anesthesia Services and the Cardiac program, and Debra Doroni, administrative director for the Department of Surgery, congratulated the winners.

"People like you are the reason the Department of Surgery is a great place to work," said Doroni. "You continually go above and beyond."

Warshaw, center, with STAR recipients

— How to avoid the flu without a flu shot

Continued from Page 1)

mouth, especially after coming in contact vith surfaces that could contain the influenza irus.

Frank Bellistri, GNP, nurse practitioner rom the Senior HealthWISE program, poke about what to do if one gets sick, vhen to visit a physician, when to seek rgent care and what a doctor can do to elp. "People do not die from the flu itself," aid Bellistri. "They die from complications ike pneumonia or bronchitis. Seniors 5 years and older have a greater risk of omplications."

Bellistri recommends contacting a rimary care physician when symptoms rise and taking antiviral medications rescribed by a doctor to decrease the ength of illness.

"Symptoms appear, call your doctor," aid Bellistri. "Call early and be seen by our doctor as quickly as possible." ●

McGinest with MGH patient, Nicole Zaino

Smile for the camera

New England Patriots line backer, Willie McGinest, left a trail of smiles when he came to the MGH to visit young patients and their families Nov. 9. McGinest and his teammates Richard Seymour, Russ Hochstein, Steven Neal and Joe Andruzzi visited Ellison 17 and 18, the Pediatric Intensive Care Unit and the Pediatric Hematology/Oncology Unit to sign autographs, shake hands and spread good cheer.

WHAT'S HAPPENING

CRP seminar

The Clinical Research Program and the Department of Psychiatry will offer "How to Give a Presentation" Dec. 1, from 4 to 5 pm in the O'Keeffe Auditorium. Andrew Nierenberg, MD, associate director of the MGH Depression Research Program, will present a quick and easy guide for giving oral presentations, including how to organize a talk and manage performance anxieties. Registration is recommended. To register, visit *http://crnet.mgh.harvard.edu*. For more information, send e-mail to *ealmeida@partners.org* or call (617) 726-5010.

Marjorie K. Ionta grant

The Marjorie K. Ionta Fund Committee is now accepting applications for the 2005 Marjorie K. Ionta grant. The purpose of the fund is to promote excellence in physical therapy practice by supporting physical therapists who are engaged in special projects and professional development activities of joint interest to the MGH Institute of Health Professions (IHP) and the Physical Therapy Services at MGH. Physical therapists currently employed by Physical Therapy Services, students in one of the graduate programs at the IHP and alumni are eligible to apply. Applications are due by Jan. 28, 2005. For more information or for an application form, visit *www.mghihp.edu/news/ionta_grant_app_04_05.pdf.*

Domestic violence vigil

MGH Chaplaincy, Social Services, the Employee Assistance Program, Police and Security, and Nutrition and Food Services will co-sponsor a special Service of Remembrance and Healing for those affected by domestic violence Dec. 3, from noon to 12:40 pm in the MGH Chapel. The annual gathering seeks to honor and remember the courage and strength of those who have lost their lives to domestic violence as well as the many survivors, their families and loved ones. A light lunch reception will follow the service. All are welcome to attend.

Alzheimer's scientific symposium

The MGH Massachusetts Alzheimer's Disease Research Center and the Boston University Alzheimer's Disease Center are co-sponsoring the 18th annual scientific symposium Jan. 5, 2005, from 9 am to noon in the Wellman Conference Room. The symposium will be a three-hour poster session. There is space to display only 45 posters, and potential participants must submit their application by Dec. 15. Applications can be obtained by sending e-mail to *lyap@partners.org*. For more information, call Liang Yap, PhD, at (617) 726-3987.

Open Enrollment ends

MGH Open Enrollment ends Nov. 21. There still is time to review and/or make updates to benefits choices and Flexible Spending Accounts (FSA) – Health Care and/or Dependent Care Accounts – for 2005. To change the selections, enrollment must be completed via eBenefits or phone by Nov. 21. FSA participation requires an annual election. FSA account activity can be viewed on eBenefits, and FSA reimbursements are added directly to paychecks, eliminating an additional bank deposit. To access eBenefits, visit *https://ibridge.partners.org/getaccess*. Enrollment also can be completed by phone, 24-hours-a-day, 7-days-a-week during open enrollment, using the access information provided in the personal benefits summary. To make benefits selections for 2005, use a touch-tone phone and call 1-800-545-2869. A Spanish-language option is available.

PIE awards ceremony

The annual ceremony for the Partners in Excellence (PIE) Awards will be held Dec. 1, from 4 to 5 pm in the WACC Lobby. A reception will follow. All are welcome to attend. For more information, call Karen Mason at (617) 724-7994.

Hotline publication schedule

Next week the *MGH Hotline* will not be published. The next issue will be published Dec. 3. To submit story ideas, call (617) 726-2206, fax to (617) 726-7475 or send e-mail to *Hotline@partners.org*.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.

www.massgeneral.org/news/

MGH Hotline is published weekly by the
MGH Public Affairs Office.

(617) 726-2206

In memoriam

Daniel G. Heller, MD, a pediatrician for MassGeneral Hospital for Children, died of a heart attack Nov. 12 at the age of 60.

Heller had been in private practice since 1976 but continued to play an active role in teaching medical students and residents. In the past several years, his teaching focus had been directed towards first-, second- and third-year Harvard Medical School students in the setting of his private practice.

Heller was a pioneer at setting and maintaining high standards in clinical practice while being cognizant of the economical boundaries of practicing medicine in Massachusetts.

December 3, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Best of the best recognized

The tradition continued for the ninth year as more than 800 employees were honored with the annual Partners in Excellence (PIE) Awards for their outstanding contributions to the MGH and Partners. The WACC Lobby overflowed at the special ceremony Dec. 1 as 250 individuals and 52 MGH teams were recognized. Many of the recipients had a moment in the spotlight as they walked across the stage to be congratulated by Peter L. Slavin, MD, president of the MGH, and James J. Mongan, MD, president and CEO of Partners, who shook hands with each recipient and gave them a PIE pin.

"It is the spirit and dedication of thousands of loyal members of the MGH community who ensure our continued success," said Slavin. "While we are not able to recognize everyone who was nominated, we truly appreciate everything you do – individually and collectively – to help make the MGH the special place it is."

MGH employees are cordially invited to celebrate the upcoming Holiday Season with refreshments, music and holiday cheer during

The MGH HOLIDAY PARTIES

hosted by Dr. Peter Slavin,
President of the MGH.

1 WEDNESDAY, DECEMBER 15, 2004
CHARLESTOWN NAVY YARD
BUILDING 149 AT THE ATRIUM
12:30 PM TO 2 PM

2 THURSDAY, DECEMBER 16, 2004
MAIN CAMPUS
WANG ACC LOBBY
2 PM TO 3:30 PM

3 MAIN CAMPUS - EVENING
MAIN LOBBY BY COFFEE CENTRAL
10 PM TO MIDNIGHT

The MGH General Store also will be holding their annual Holiday Sale on the following dates:

*Dec. 2: **The General Store at Yawkey** 8:30 am to 6 pm*
*Dec. 9: **The General Store** 8:30 am to 7:30 pm*
*Dec 11: **The General Store** 6:30 pm to 9 pm*
*Dec 16: **The General Store** 10 pm to 12:30 am*

Helping to prevent flu complications

With the recent flu shot shortage, the MGH and the Massachusetts General Physicians Organization will be offering the pneumococcal vaccine to help prevent flu complications for certain MGH patients. Posters and flyers about the pneumococcal vaccine were distributed throughout the hospital this week to help educate patients about pneumococcal pneumonia and whether they should ask their health care providers about the vaccination program.

Pneumococcal pneumonia can be a serious illness that can lead to severe infections of the lungs, blood and brain. The pneumococcal germ can be spread by coming in contact with someone who is ill with pneumococcal pneumonia or who carries the germ in his or her throat. Anyone can get the illness, but some people are at greater risk, including people 65 years of age and older, very young children, patients with chronic medical conditions or those who have special health problems such as cancer and HIV infection.

The pneumococcal vaccine protects patients against 23 types of the germ. Most healthy adults are protected from these germs within two to three weeks after getting the vaccine.

MGH clinicians will be offering the vaccine to adults 65 and older and to those between 2 and 64 years of age who have chronic medical problems.

"This vaccine provides further protection for our patients against an important and dangerous infection, and I strongly support its use," says Cy Hopkins, MD, associate chief of the MGH Infection Control Unit.

Charlestown fights back against substance abuse

From 1999 to 2002, the average annual death rate from substance abuse in Charlestown was nearly 50 percent higher than the rest of Boston. To tackle the problem of substance abuse – particularly heroin and OxyContin – among young people in Charlestown, the community worked with the MGH Charlestown HealthCare Center and the MGH Community Benefits Program to create the Charlestown Substance Abuse Coalition (CSAC).

Local residents began meeting last winter to talk about how to address the growing drug problem. The community requested that the health center and Community Benefits coordinate the efforts and provide technical assistance and resources. Peggy Carolan, administrative director of MGH Charlestown, and Joan Quinlan, director of MGH Community Benefits, have been part of the steering committee since the inception of the coalition.

As part of this process, CSAC held its first communitywide meeting at MGH Charlestown Nov. 17. More than 100 residents, community activists, representatives of government, health care and social services agencies, law enforcement and public schools attended.

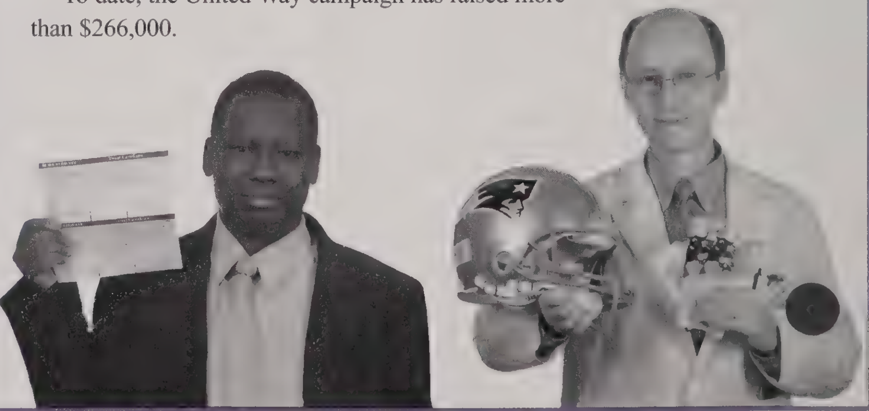
Mark Eisenberg, MD, of MGH Charlestown, spoke about his years of treatment experience, the heroin and OxyContin addictions that residents are experiencing and his recent success with a new recovery program. Eisenberg introduced two patients in the recovery program who related their long history of drug addiction. Eileen Keegan, LICSW, of MGH Charlestown, also spoke at the meeting. CSAC already has rece[illegible] grant from the Boston Public Health Commission to produce a plan by next June to reduce drug abuse in Charlestown.

"The meeting was a very positive and hopeful beginning," said Quinlan. "People seemed energized by the meeting and ready to tackle this problem by working together." ●

MGHers win big

David Sigilai, *left,* of the MGH Gillette Center for Women's Cancer, and Mike Stone of MGH Food and Nutrition Services, were the envy of many MGHers when they were revealed as the two grand prize raffle winners of this year's United Way campaign. Sigilai won two tickets, courtesy of US Airways, to anywhere in the United States or the Caribbean. Stone won two tickets to a Patriots football game and a football helmet signed by Patriot's player Tedy Bruschi.

To date, the United Way campaign has raised more than $266,000.



PARTNERS IN EXCELLENCE AWARDS 2004

PARTNERS
HEALTHCARE

Partners HealthCare presented the 2004 Partners in Excellence awards to MGH employees in a special award ceremony Dec. 1 at 4 pm in the WACC Lobby. MGH employees, representing both individuals and MGH and Partners team members, received this honor for their outstanding contributions to Partners in FY'04.

Congratulations to the following indiviudals and teams for their exemplary contributions to Partners:

MGH Individuals

Deborah Abbott
Saida Abdi
Lois Acheson Masters
Mary Amatangelo
Jennifer Anderson
Sten Anderson
Donna Applebaum
Sarah Arnholz
Maribel Baez
Nancy Balch
Teresa Barnabe
John Belknap
Marie Bennett
Laura Bessler
Glenda Best
Lisa Bigwood
Marva Bodden-Carr
Shannon Brady
Lindsay Bringhurst
Rosolivia Bryant
Pauline Buszkiewicz
Butler
gela Byers
Christopher Cahill
Carlos A. Camargo, Jr.
Tony Campos
Stephanie Capone
Ann Marie Capozzi
Shirley Carr
Corinne H. Castro
Lenny Cecere
Mireille Cesar
Zakia Chennane El Idrissi
Margaret Clapp
Valerie Cleverdon
Dolores Collins
Patricia Concannon
Stephanie Cooper
Henry Coughlin
Joseph Crowley
Mohamed Dada
Nancy Davidson
Marilyn Decoulos
Awilda Del Valle
Edward Denning
Brett DiMarzo
Marianne Ditomassi
Rosemary Dolan
Sara Dolan
Mary Donnelly
Marie Doucet
cy Doyle
a Draghia
Kathleen Egan
Joanne Ellison
Carol Elwell
Todd Erceg
Sabrina Federico
Carlos Fernandez-del Castillo
Jose Flores
Houari Fordjani
Theresa Fowler
Maureen Franklin
Marion Freehan
Michael Gallivan
Doris Garner
Maryjane Giacalone
Roger Givens
Dov Goldvasser
Diane Graciani
Kathy Grady
Penny Green
Diana Gutierrez
Cheryl Hadri
Erin Harney
Lara Harris-David
Matthew Hemberger
Rowan Henry
Hilda Hernandez
Helen Ann Higgins
April Hildebrand
Karen Holland
Robin Holtz
Karen Hopcia
Bob Hubbard
Eileen Hughes
Barbara Irby
Patricia Irgens
Dennice Jimenez
Christine Kaliris
Denise Kallis
Heung (Kenny) Kam
Linda Kane
Christina A. Kelley
Rebekah Kendzior
Krzysztof Klincewicz
Anne Marie Kowalick
Kalpathy S. Krishnamoorthy
Dotty Lafratta
Eileen Lane
Sarah Langer
Renee Langton
Jennifer Lassonde
Nan Lawless
Aimee Lee
Kin Lee
Paula Lentini
Nancy Leventhal
Carole Lima
Joanne Lloyd
Fanny Lopez
Mchurley Louis
Lynda Lumi
Shirley Lundrigan
Christopher Lyman
Jennifer Mackey
George MacNeil
Sharon Maginnis
Michael Maher
Sara Mahoney
Eileen Manning
Malcolm Marshall
Thomas Marshall
Rosaure Martinez
Nancy Marttila
John Massillon
Maureen McCarthy
Chris McGrath
Fred McNulty
Janice Meisenhelder
Jody Melone
Pauline Metras
Michelle Micale
Christine Michelinie
Bonnie Michelman
Alice Miele
Brenda Miller
Dottie Monahan
Barbara Moscowitz
Anna (Nina) Muriel
Brian Murphy
Lisa Murphy
Sara Nadelman
Matthew Naughton
Jane Newman
Mingming Ning
James Noga
Peace Nyabi Mosby
Sean O'Connell
Audrey T. O'Hara
Elena Olson
Ellen Orthlieb
Lorna Overton
Barbara Owens
Rhodshon Palmer
Joseph Panzera
Leslie Parechanian
James Parmentier
Paul Pecoraro
Marcela Perez
Mayra Perez
Keith Perleberg
Tammy Pham
Richard Pino
Jessica Plocher
Claudio Pontoriero
Carl Porter
Matthew Powers
Marita Prater
Sheila M. Preece
Michelle Primo
Elaine Pugliese
Janet Dauphinee Quigley
Lawrence Quirk
Elizabeth Rabkin
Maribeth Rafferty
Alfonso Ramirez
Mary Beth Ray
Linda Redd
Shirley Restrepo
Veronica Reyes
William Reyes
Ellen M. Robinson
Dawn Marie Roderiques
Kathryn Rogers
Elizabeth Rooney
Jonathan Rosand
Debbie Routhier
Jeanne Ryan
Susan Sabia
Asmaa Sahrour
A. J. Samaras
Henry Sanchez
Agnes Sarno
Donna Scarborough
Manashi Shanbhag
Marisa Shea
Diane M. Sheehan
Rosemary Sheehan
Jamie Sheldon
Demetrius Smith
Lisa Smith
Michael Smith
Lillian Sonnenberg
Tim Sowicz
Amy Sozanski
Thomas Spencer
Nancy Speroni
Eolar (Trina) Stewart
Martha Stone
Starr Sumpter
Ming Sun
Brooke Swearingen
Heang M. Tang
Roy Taton
Carol Taylor
Courtney Taylor
Aron Teckie
Nancy Terres
John Texeira
Steven Thibodeau
Jose Torres
Mayra Torres
Jennifer Tortola
Susan Towler
Mimie Traore
Jose Trevino
Elizabeth Tsardounis
Donna Vadala
Andrea Vadnais
Karla Valentin
Maria Valles
Candace Vandergrift
Susan Vassallo
Teresa Vega
Carmen Vega-Barachowitz
Luvince Vernet
Jim Vitagliano
Meg Vitter
Joanne Walsh
Rory Weiner
Glendalee Welcome
Carla Welsh
Alberto Wilson
Caryn Wilson
Kirk Womack
Sandra Wright
Rachel Young
Jorge Zayas
Mary Zwirner

MGH Teams

Italics indicate team leaders.

Anatomic Pathology Transcription Team

Nancy Vieira
Shirley Capone
Yvonne Cooper
Megan Early
Carole Fleming
Deborah Goodman
Desslar (Cassie) Martin
Jody Roberts
Erica Stanberry
Karen Teta

Anesthesia Charge Capture & Billing Engine Development Team

Gloria Johnston
Stephen Spring
John Walsh
James Akimchuk
Shaji Anupama
Lynn Arslanian-Morai
Deborah Blake-Dempsey
Stephanie Bogues
John Brown
Matthew Cardosos
Maureen Comis
Kathleen Cook
Bethany Daily
William Driscoll
Daniel Marcus
Luis Melendez
Trisha Miller
Heather Nickell
Thomas Philippakis
Kate Robertson
Eddy Rospide
Quan Tran

Basic Nursing/Respiratory Care Education Task Force

Brian French
Marian Jeffries
Neila Altobelli
Lin-Ti Chang
Janet Duffy
Theresa Gallivan
Susan Gavaghan
Bob Kacmarek

Breakfast/Deli Cafeteria Employees

Lorraine Allan
Paula Braithwaite
Debbie Hinds

Broadway Staff/Revere Health Center

Tony Granfone
Lucia Pingaro
Laura Bessler
Silvanna Calanna
Ann Catalano
Philip Daly
Tracey Hunter
Jeffrey Levine
Patricia Talbut
Kathryn Teng
Suntara Thomas
Stephanie Vassallo

Cancer Educators

Susan Finn
Ellen Fitzgerald
Joan Gallagher
Elizabeth Johnson
Judy Foster
Michelle Knowles
Elene Viscosi
Roni Woods

CATT (Coordinators Aligned for Teaching & Training)

Tanya Milosh Zinkus
Wenda Ashford
Jennfier Bagan
Anne Belmonte
Karen Bruynell
Gina Cipriani
MaryAnn D'Amato
Rita Gray
Marjorie Hodges
Jean Lavigne
Tamara Sarkisianz
Marie Williams

Celebrating Women Living Healthy Lives Event Team

Eileen Manning
Deb Aponte
Kitty Bowman
Claire Conlan
Ann-Marie Duffy
Mary Ellen Heike
Jeanne Henson
Margo Johnson
Eileen Kirk
Jeanna Lucci-Canapari
Bernice Macintyre
Mallika Marshall
Annemarie Murphy
Joan Niles
Rose Phillips
Evelyn Rivera
Melisa Shrestha
Ming Sun
Elizabeth Tsardounis
Danielle Wachs
Mary Wright

CIMIT Simulation Group

Steve Dawson
Ryan Bardsley
Stephane Cotin
Vincent Luboz
Paul Neumann
Mark Ottensmeyer
Joseph Samosky
Ferol Vernon
Xunlei Wu

Dental Department at the North End Community Health Center

Georgina Chamberlain
Silva Arstamyan
Maria Ferrusi
Edward Fidrocki
Rose Plaza
Elizabeth Starr

Eat Street Cashier Team

Sara Swiatlowski
Albert Carter, Jr.
Saadia Elhakkani
Margarita Esquivel
Ahcene Gherbi
Eugeta Gladden
Tran Hoa Kim
Helena Pires
Wydott Price
Jose Rodriguez
Victor Toledo
Erika Vasquez
Ebonie Wilkerson
Julia Yanes
Mei Yuen

Electronic Health Record Policy Committee

Claus Hamann
Deborah Adair
Maurice Albright
John Belknap
Eileen Bryan
Pat Carchidi
Henry Chueh
Gerald Foster
Deborah Gleason
David Greer
Joseph Grocela
Leanna Hatton
Candace Hill
Elizabeth Immen
David Judge
Karla Leegard
Lorenzo Lewis
Robin Lipkis-Orlando
Sally Millar
Ralph Minear
James Noga
Susan Tredwell

Emergency Management Hazmat Response Team

Paul Biddinger
Bob Castaldo
Eliza Gregory
Maryfran Hughes
Julia Sinclair
Steve Taranto
Rex Woodleigh
James Acierno, Jr.
Linda Almeida
Rose Bagley
Tina Balducci
Guillermo Banchiere
Mark Barish
John Beagle
Anne Beaulieu
Kimberly Boleza
Sally Brennan
Clorinda Buenafe
Katia Canenguez
Kathy Carlson
Caroline Carwood
Jeannie Casey
Leo Cheng
Sylvia Chiang-Fu
Cheryl Codner
Edward Conlon
Lori Connors
Joe Crowley
Dawn Cushing
Jason Davis
John DelloRusso
Mary Doran
Julie Doyle
Peter Elmuts
Ellen English
Joseph Ferrari
Eric Fisher
Helen Garcia
Cornelius Gath
Sharon Germana
Dov Goldvasser
David Grice
Maureen Griffith
Steven Grondell
Tom Hennessy
Suzanne Hickman
Katie Hope
Susan Horan
Sally Iles
Donna Janas
Jayne Kassel
Gwen Kazdan
Sandra Kirley
Traci Knoblauch Nordberg
Robert Laforteza
David Levin
Catherine Liberles
Leslie Lipkind
Susanne Loomis
Chris Maccarini
Mary MacLeod
George MacNeil
Jenny Mahoney
Danica Mari
Jim McCarthy
Sean McCullough
Margo McField
Isabel McMorrow
Tara Medich
Christine Metivier
Janet Miller
Jean Moses
Greg Neubauer
Gail Newton
Mina Nishimori
Brian Oakes
Jack Oliver
Barbara Olson
David Peak
Ithan Pelton
Jessica Plocher
David Poindexter
Sheila M. Preece
Ed Raeke
Mike Rejaey
David Rhoads
Jennifer Rockwell
Christopher Rowell
Deborah Schuback
Juanita Shaffer-Ratzlaff
Glenn Short
Cathi Silva
Mary Simmons
Brian Smith
Nancy Sousa
Katherine Swigar
Sakeena Syed
Kazue Takahashi
Alejandro Treszezamksy
Anita Tseng
Richard Turgeon
Robert Tyszkowski
Susan Wetzel
Melissa White
Lynn Wilcott
Elisabeth Wilson
Jamald Wright
Joan Zarzin

Entry-level DPT Accreditation Team

Aimee Klein
Donna Applebaum
Marianne Beninato
Kate Grimes
Bette Ann Harris
Anne Jacobson
Mary Knab
Linda Steiner
Patricia Sullivan
Mary Watkins

ERMR Ramp Up Team

Stephen Barry
Jacqueline Hoff

Family Waiting Room Tracking Enhancement

Patricia Miller
Kate Robertson
Bethany Daily
Eric Hoffman
Eddy Rospide
Cathy Secatore

First Response System for Emergencies in Research Facilities

John Dello Russo
Kim Boleza
Rebecca Coburn
Patricia Frederico
Connie Gath
Darlene M. Jackson
Tara Medich

Home Visiting NPs

Jean Bernhardt
Dianne Valko
Brenda Woodbury

Information Technology Support Team

Dan Fishman
Valerie Grande
Jorge Sanchez de Lozada
Mary Watkins

Infusion Unit Patient Care Coordinators

Monica Staples
Mohammady Ahmed
Chad Boisvert
Rose Deamelio
James Greer
Alexis Hoffman
Junie Joseph
Ana Lamiche
Christine Marujo
Mark Quigley
Fay Rafferty
Marilu Sanchez-Arroyo
Eileen Smith

Inpatient Case Conference Leaders

Alison Squadrito
Andrea Bonanno

Intra-Operative Parathyroid Hormone (IOPTH) Team

Paula Chamberlin
Michael Meskell
Barbara Bernis
Terry Bruski
Fran Foti
Tahira Khaliq
Patricia McCormack
Donna Merenda
Janice Plunkett
Maria Polito
Kristen Powell
Lorraine Sacco
Epifania Valencia
Sheila Volpicelli

Learning Disabilities Team

Elizabeth Crawford
April Hildebrand
Kimberly Stewart
Alexis Treat

Medical Records Claim Trust Team

Deborah Adair
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MGH**HOTLINE**

Music of hope

The Sinikithemba HIV-positive choir brought a message of hope to the hospital when they performed traditional Zulu music in the WACC lobby Nov. 29 in recognition of World AIDS Day. The South African choir, whose Zulu name means, "we give hope," is comprised of 15 HIV-positive members who participate in an AIDS support group in Durban, South Africa. Their songs focused on messages of love, community and hope.

The Partners AIDS Research Center at the MGH and Harvard Medical School (HMS) has been working with the choir to raise funds for the treatment of HIV/AIDS in Africa. Currently, a center of HIV treatment of excellence is being established at McCord Hospital in Durban in a joint prog[illegible] with the MGH, HMS and the Nels[illegible]Mandela School of Medicine. ●

Sinikithemba HIV-positive choir

ADVANCES

Imaging study finds a structural difference in the brains of cocaine addicts

MGH researchers have identified an unexpected structural difference in the brains of cocaine addicts. In the Nov. 18 issue of *Neuron,* they describe how a key structure called the amygdala is smaller in cocaine addicts than in healthy volunteers. While the current study cannot determine whether this difference is a cause of addiction or results from drug use, the findings suggest a need to reformulate current strategies for treating cocaine addiction.

Work here and at other centers has identified the amygdala's fundamental role in addiction. "It is important for producing drug craving, which has a powerful effect in maintaining drug abuse," says Hans Breiter, MD, co-director of the Motivation and Emotion Neuroscience Collaboration [illegible]e MGH Departments of Radiology and Psychiatry, senior author of the study. "No one anticipated such a specific pattern of volume reduction in the amygdalas of cocaine addicts – pointing to potential problems in a small number of sub-regions of this brain structure."

Earlier studies suggested that cocaine use reduced activity in the amygdala, particularly during times when addicts reported feelings of craving. Using newly developed imaging techniques, the researchers analyzed data gathered in earlier studies of 27 cocaine addicts receiving drug infusions and compared it with information from 27 healthy controls. The amygdalas of cocaine addicts were found to have significantly less volume than those of the healthy controls, reductions that consistently applied to specific areas.

The results are particularly intriguing in light of the amygdala's role in alerting other brain regions to the possibility of undesirable events or bad outcomes. The observed changes could relate to the common difficulty addicts have in evaluating the long-term consequences of their actions. The authors also note that further studies are required to determine definitively whether the amygdala changes precede cocaine addiction or result from drug use.

Gregory Gasic, PhD, and Nikos Makris, MD, are co-first author of the paper. Other MGH co-authors are Larry Seidman, PhD, Jill Goldstein, PhD, David Gastfriend, MD, Matthew Albaugh, Steven Hodge, David Zeigler, Fred Sheahan, Verne Caviness, MD, PhD, David Kennedy, PhD, and Bruce Rosen, MD, PhD.

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WHAT'S HAPPENING

Senior HealthWISE seminar
MGH Senior HealthWISE will sponsor "Healthy Foods for a Healthy You" Dec. 7, from 11 am to noon in the Walcott Conference Rooms. Dana Brennan, RD, LD, of MGH Nutrition and Food Services, will discuss good fats, whole grains and simple snack ideas. This event, for seniors 60 years and older, is free of charge. For more information, call (617) 724-6756.

CRP seminars
The Clinical Research Program (CRP) will sponsor "Preparing for an FDA Good Clinical Practice Audit" Dec. 8, from 11:45 am to 1 pm in the Wellman Conference Room. Staff from the regional FDA office will provide the latest updates on FDA requirements. The presentation will clarify how and why an audit is initiated, what auditors look for, how long records must be kept and if electronic records are necessary. To register, call (617) 726-1669.

The CRP and the Partners Human Research Committee also will sponsor "Research with Human Embryonic Stem Cells – What are the Regulations? What are the Issues?" Dec. 8, from 4 to 5 pm in the O'Keeffe Auditorium. P. Pearl O'Rourke, MD, director of Human Research Affairs, will discuss the definition of human embryonic stem cells, how they are derived and relevant federal and state regulations. Registration is recommended. To register, visit *http://crnet.mgh.harvard.edu.* For more information, send e-mail to Elaine Almeida at *ealmeida@partners.org* or call (617) 726-5010.

Backup Childcare vacation camp
The MGH Backup Childcare Center (BCC) will provide a vacation camp for employees' children Dec. 27 to 30, from 7 am to 5:45 pm, with activities and visitors planned for each day. The fee for the entire week is $220 or $60 for each day. For more information, call the BCC at (617) 724-7100.

Art fundraiser
A fundraising art salon will be held Dec. 12, from 3 to 6 pm at the Arden Gallery, 129 Newbury St. celebrating the artwork of Katie Holt-McLaughlin, a patient at the MGH Brain Tumor Center. To view the artwork, visit *www.holt-mclaughlin.com.* To register for the event or to purchase artwork before the event, call Valerie Gates at (781) 235-3480 or send e-mail to *Valerie@gatestudio.com.*

Holiday resource table
The Employee Assistance Program (EAP) will offer a holiday resource table Dec. 16, from 2 to 3:30 pm in the WACC Lobby. The EAP will provide suggestions about how to manage stress, set realistic goals, take better care of oneself and enjoy the holiday season. The information table also will be available at CNY, Building 149 Dec. 15, from 12:30 to 2 pm in the atrium lobby. For more information, call the EAP at (617) 726-6976.

IN GENERAL

Roger Hajjar, MD, of the MGH Cardiovascular Research Center, recently was awarded a grant from the National Heart, Lung and Blood Institute. Hajjar's project, "Optical and MRI Imaging of Stem Cells in Diseased Hearts," will help advance the field of stem cell biology and cell-based therapies for the treatment of cardiovascular disease.

James Luisi, executive director of the North End Community Health Center, was awarded the Aaron Brown Memorial Public Service Award. The award is presented to an individual who has made a significant contribution to the community health care field. Luisi was instrumental in getting legislation passed to establish special Medicare rates for community health centers.

In memoriam

Two long-time members of the MGH community Francis H. "Hooks" Burr, a member of the MGH Board of Trustees, and Allan Goldblatt, MD, a pediatric cardiologist for MassGeneral Hospital for Children, recently died.

Burr, who devoted more than 40 years to shaping and strengthening the MGH, died Nov. 25 at the age of 90. He was appointed to the Board of Trustees in 1962, served as chairman from 1982 to 1987 and then remained active as an honorary trustee until his death. During his time on the board, Burr led a campaign to raise money to build the Ellison and Blake buildings, and he was one of a select group of hospital leaders who helped establish Partners HealthCare.

Goldblatt, who became the first director of Pediatric Cardiology at the MGH and held the position for almost 25 years, died Nov. 23 at the age of 72. After retiring from patient care, Goldblatt worked for the MGH's Quality Assessment Program for nine years, advocating for patient's rights and for providing more compassionate care.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
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December 10, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Gov. Romney hosts press conference at MGH

The MGH's historic Ether Dome was the backdrop for a press conference held Dec. 6 by Massachusetts Gov. Mitt Romney to announce an effort to help improve the Commonwealth's health care system. The initiative will help reduce medical errors and save costs by converting paper medical records into electronic form.

Romney said he would like to see this innovative technology adopted in the majority of the state's hospitals over the next five years. By keeping medical records electronically, physician groups, health centers and other health care providers will be able to exchange patient information more easily.

Romney also announced the newly formed Massachusetts eHealth Collaborative (MaeHC) – a nonprofit governing entity that represents 34 of the state's key health care organizations that are leading the electronic health records initiative.

Romney speaks at press conference.

ADVANCES

Study identifies key aspect of immune response against HIV

An international research team has identified immune-system genes that appear crucial to the body's defense against HIV, and may lead to ways of circumventing the virus's ability to avoid vaccines by rapid mutation. The study in the Dec. 9 issue of *Nature* also describes how HIV infection is driving human evolution. "This study identifies the genetic battleground where the struggle between HIV and the human immune response occurs," says Philip Goulder, MD, PhD, of the Partners AIDS Research Center (PARC) at the MGH and the study's principal investigator, who also has an appointment at the University of Oxford in the U.K.

The human immune system recognizes and attacks virus-infected cells through the activity of HLA Class 1 molecules, which sit on the surface of cells. When viruses are being produced within an infected cell, Class 1 molecules grab fragments of viral proteins and display them at the cell surface to alert the body's "killer" T cells that the cell should be destroyed. Three genes called HLA-A, HLA-B and HLA-C encode Class 1 molecules, and it is known that there are many different versions of the HLA-B gene. The current study was designed to find whether the diversity of Class 1 molecules reflects differences in the killer T cell activity controlled by those molecules.

The research team included investigators from a PARC-affiliated research institute at the University of KwaZulu-Natal (UKZN) in South Africa. Their analysis of blood samples from HIV-infected patients treated at UKZN found that an individual's version of HLA-B made a significant difference in how well the immune system responds against HIV, whereas the version of HLA-A or HLA-C inherited did not matter. The investigators also found that some versions of HLA-B better control virus levels in the blood and that similar results were seen in Australian patients infected with a different strain of HIV.

An analysis of HLA-B genes in HIV-infected mothers and their infants showed that women with protective versions of HLA-B are more likely to survive and are less likely to pass the virus along to their children. From an evolutionary standpoint, that finding suggests a trend towards greater frequency of the protective versions in a population over time.

"The AIDS crisis will only be solved with the development of an effective vaccine," says Bruce Walker, MD, director of the PARC and a co-author of the current study. "This study's results help to focus this effort by telling us what the most effective immune responses are."

Other PARC co-authors are Todd Allen, PhD, Christian Brander, PhD, Marylyn Addo, DMD, MD, and Marcus Altfeld, MD, PhD. ●

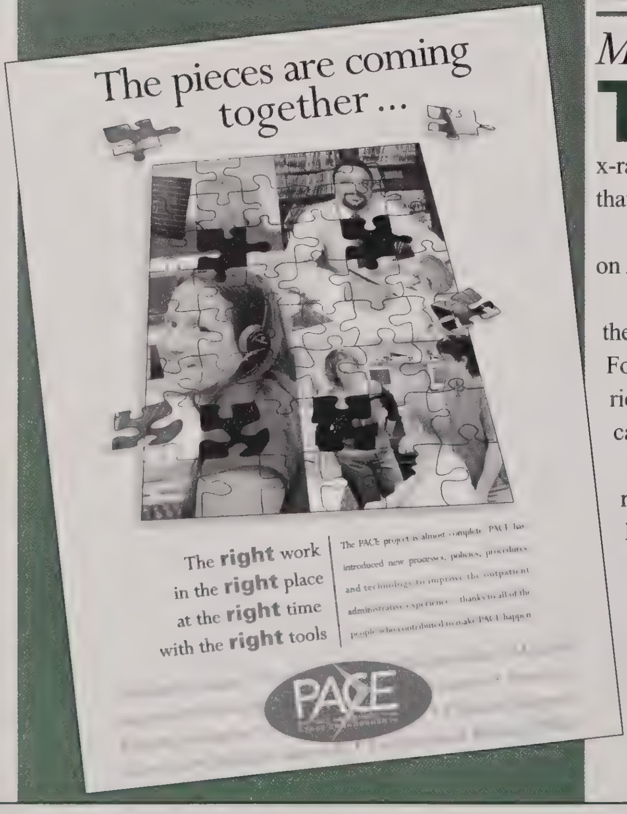
PACE pieces coming together

As the Patient Administrative Cycle Enhancements (PACE) project comes close to completion, PACE posters (*shown below*) are being distributed throughout the hospital to create awareness of the next phase of the project implementation that is scheduled for late January.

As a joint effort between the MGH and the Massachusetts General Physicians Organization (MGPO), the PACE project has introduced new processes, policies, procedures and technology to improve the outpatient administrative experience and ultimately provide significant benefits to the hospital and the MGPO.

"The poster's theme of putting the pieces together like a puzzle illustrates how the different processes and departments involved with PACE have come together to make the project successful," says Donna Lawton, project manager for PACE. "We want to thank everyone who has played a part."

For more information about PACE, send e-mail to *paceproject@partners.org*.



The pieces are coming together ...

The **right** work
in the **right** place
at the **right** time
with the **right** tools

The PACE project is almost complete. PACE has introduced new processes, policies, procedures and technology to improve the outpatient administrative experience — thanks to all of the people who contributed to make PACE happen.

Meeting the need

While the flu vaccine has been limited this year nationwide, some Boston-area seniors were able to get their vaccinations from a flu clinic sponsored last week by the MGH and the Wellness Center at St. Anthony's Shrine. The MGH coordinated the logistics of the clinic, and MGH nurses volunteered their time to administer 230 doses of flu vaccine that were supplied by the Boston Public Health Commission. Former Boston Mayor Kevin White was one of the many seniors who lined up at the Wellness Center to receive a flu shot.

Laura Sumner, RN, of MGH Nursing, right, and Sister Dorothy Donovan, RN, of the Wellness Center, prepare a flu shot for a patient.

MGHers invited to bid on trip to Italy

The North End Community Health Center is offering a silent auction for MGH employees to win a trip to Italy as part of its effort to raise funds for a new, digital x-ray department. Currently, the North End is the only facility in the Partners system that still uses film for x-rays.

The trip to Italy includes two economy-class, round-trip tickets from Boston to Rome on Alitalia Airlines, Italy's premiere airline. The tickets must be used by May 2005.

The winner may choose to stay in Rome to see the sites of the "eternal city," such as the Vatican, tour the Basilica of Santa Maria Maggiore or make a wish at the Trevi Fountain. Or the winner may choose to stay in Florence to experience the culture and rich history of the ancient city with its striking architecture, art galleries and historic cathedrals.

Lodging accommodations include a four-night stay for two people in a double room at a superior class hotel in either city. The accommodations are valid until March 15, 2005. A longer stay may be arranged through the travel agent for a supplemental charge.

The approximate value of the trip is $2,000. The opening bid for this package is $800, and bids should be made in increments of $50. To make a bid, contact Noreen Manning at the North End Health Center at (617) 643-8106 or send e- to *nmanning@partners.org*. Bidders will be informed of the current bid amount, and subsequently added as a new bidder. The deadline to bid is Dec. 17 at 3 pm. The winner will be announced later the same day. ●

The spirit of giving: Give red, get blue

With the holiday season in full gear, presents and parties take precedence over normal routines. Because of this happy but hectic time of year, the MGH Blood Donor Center often sees a drastic decline in the number of blood donations, which causes the hospital's blood supply to drop to dangerously low levels.

To encourage MGH employees and staff to donate blood, the Blood Donor Center will be offering a chance to win two tickets donated by JetBlue Airways to any of the airline's destinations. Any MGHer who donates blood, Dec. 13 to Jan. 14, 2005, at the Blood Donor Center or on the MGH Bloodmobile will be entered in to the raffle.

Give blood,
Win a getaway.
MASSACHUSETTS GENERAL HOSPITAL
jetBlue AIRWAYS

at the **MGH Blood Donor Center** or **MGH Bloodmobile** and win a **free trip** with JetBlue Airways.

JetBlue offers service out of Boston's Logan Airport to a wide variety of destinations including multiple locations in Florida and California, Las Vegas, Puerto Rico and the Dominican Republic.

For more information about the promotion or to schedule an appointment, call (617) 726-8177. ●

CIMIT simulation receives top 10 award

Steve Dawson, MD, of the Simulation Group at the Center for Integration of Medicine and Innovative Technology (CIMIT), recently was presented with the United States Army's "Top 10 Greatest Inventions of 2003 Award." The award was presented for developing the VIRGIL Chest Trauma Training System. Developed for the Department of Defense, VIRGIL is a computerized mannequin system with step-by-step directions that instruct medical personnel to perform a chest tube insertion procedure safely and effectively.

The Simulation Group members include Dawson, Stephane Cotin, PhD, Paul Neumann, PhD, Mark Ottensmeyer, PhD, Ryan Scott Bardsley, Xunlei Wu, PhD, Vincent Luboz, PhD, Ferol Vernon and Joseph Samosky, PhD. ●

From left, Gen. Lester Martinez-Lopez, John Parrish, MD, director of CIMIT, Dawson and Gerald Moses, PhD, from Telemedicine and Advanced Technology Research Center.

Kennedy, second from right, with the Fallon family

Celebrating the legacy of Thomas Durant, MD

Approximately 500 people who admired and were inspired by Thomas S. Durant, MD, attended the first annual Thomas S. Durant, MD, Fellowship for Refugee Medicine dinner Nov. 19 at the John F. Kennedy Library. Durant, who died in 2001, was the assistant director of the MGH, and spent more than 35 years aiding victims of war, famine and disaster. The fellowship honors Durant's memory and continues his legacy of service by sponsoring MGH health professionals to follow in his footsteps.

Jack Connors, chairman of the Board of Trustees for Partners, served as dinner chairman and master of ceremonies. Sen. Edward Kennedy, a close friend of Durant's, was the guest speaker and greeted guests at the reception – including the families of the 2004 Durant fellows, the Fallons and Deveneys.

Peter L. Slavin, MD, president of the MGH, thanked the fellowship's many supporters, with a special recognition for the Friends of the Fellowship. Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, spoke by satellite phone to Katie Fallon, RN, of Ellison 20, one of the 2004 Durant fellows, who is serving in Sudan. A short video highlighted the work of the second Durant fellow, Grace Deveney, RN, of Bigelow 11, who also is in Sudan. Kristian Olson, MD, of MGH Internal Medicine, the first Durant fellow, spoke about his work on the Thailand-Burma border.

A special highlight of the evening was the presence of the World Series trophy, compliments of Colleen Reilly and Charles Steinberg from the Red Sox organization. Durant, a die-hard Red Sox fan, was known to wear his Red Sox cap in the bleakest areas of the world. Dinner guests lined up to have their photo taken with the trophy.

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MGHHOTLINE

WHAT'S HAPPENING

MGH smoking cessation program

The MGH Quit Smoking Service will offer evening and afternoon group smoking cessation programs beginning in January. The evening program will start Jan. 5 at 5:30 pm. The afternoon program will start Jan. 13 at 2 pm. The seven-session, weekly group programs include information about preparing to quit, coping with stress without cigarettes, preventing weight gain and tips for not smoking again. For more information, call Michele Burgener at (617) 726-7443.

CRP seminars

The Clinical Research Program (CRP), the General Clinical Research Center and the Center for Clinical Nutrition will sponsor "Basic Biostatistics for Clinical Investigators" Jan. 4, 11 and 18, from 3:30 to 5 pm in the Walcott Conference Rooms and Jan. 25, from 3:30 to 5 pm in the Burr 5 and 6 Conference Rooms. Intended for investigators at the fellow and faculty level with minimal statistical experience, this course will include one-hour lectures followed by 30 minutes for question and answer discussions. Registration is required. To register, visit *http://crnet.mgh.harvard.edu/*. For more information, send e-mail to Elaine Almeida at *ealmeida@partners.org* or call (617) 726-5010.

New RRC registration number

The MGH Registration and Referral Center (RRC) has disconnected phone number (617) 726-9090. All MGH departments that publish this number should update material with the following new numbers. Patients and practices now should call (866) 211-6588 for registration issues, (866) 489-4046 for managed care referral issues, and (800) 711-4644 for the physician referral service. For more information, call Bob DiPietro, RRC supervisor, at (781) 960-1251.

Holiday resource table

The Employee Assistance Program (EAP) will offer a holiday resource table Dec. 16, from 2 to 3:30 pm in the WACC Lobby. The EAP will provide suggestions about how to manage stress, set realistic goals, take better care of oneself and enjoy the holiday season. The information table also will be available at CNY, Building 149 Dec. 15, from 12:30 to 2 pm in the atrium lobby. For more information, call the EAP at (617) 726-6976.

Alzheimer's scientific symposium

The MGH Massachusetts Alzheimer's Disease Research Center and the Boston University Alzheimer's Disease Center are co-sponsoring the 18th annual scientific symposium Jan. 5, 2005, from 9 am to noon in the Wellman Conference Room. The symposium will be a three-hour poster session. There is space to display only 45 posters, and potential participants must submit their application by Dec. 15. Applications can be obtained by sending e-mail to *lyap@partners.org*. For more information, call Liang Yap, PhD, at (617) 726-3987.

Submit news tips and story ideas to the *MGH Hotline*

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Amy Moquin, assistant editor, at (617) 724-2753;
Christine Johanson, staff writer at (617) 726-0275;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
100 Charles River Plaza, Suite 600
Boston, MA 02114.
www.massgeneral.org/news/

MGH Hotline is published weekly by the
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(617) 726-2206

IN GENERAL

Farouc Jaffer, MD, PhD, of MGH Cardiology, recently received the Thomas J. Linnemeier Spirit of Interventional Cardiology Young Investigators Award at the annual Transcatheter Cardiovascular Therapeutics meeting. The award recognizes current achievements and also stimulates future commitment and dedication to the dual track of patient care and academic investigation.

MGHers remember the victims of domestic violence

MGH employees, patients and visitors gathered in the MGH Chapel Dec. 3 for the annual Service of Remembrance and Healing held for those affected by domestic violence. The service honors and remembers the courage and strength of those who have lost their lives to domestic violence and of the many survivors, their families and loved ones.

The service – sponsored by MGH Chaplaincy, Social Services, the Employee Assistance Program and Police and Security – included prayers, reading, poems and inspirational songs. Peter L. Slavin, MD, president of the MGH, led the opening prayer; and Bonnie Michelman, director of MGH Police and Security and chair of the planning committee, gave the opening remarks. Many other MGHers, including hospital leadership, participated in the service. The service ended with a closing song by Luis Flores, of MGH Police and Security.

"The service honored all of the committed, caring professionals whose love, support, wisdom and expertise continue to save, heal and rebuild lives," said Sara Elmer, a domestic violence survivor.

December 17, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Saving lives, one blood donor at a time

From comforting patients and educating families to performing emergency procedures and saving lives, MGH employees help patients and their families in so many ways without fanfare or high praise. Some MGHers, however, were given special recognition Dec. 9 at the MGH Blood Donor Center Employee Appreciation Luncheon in the Wellman Conference Room for going above and beyond the call of duty for patients. The event honored 154 MGH employees who have donated blood four or more times during the last fiscal year.

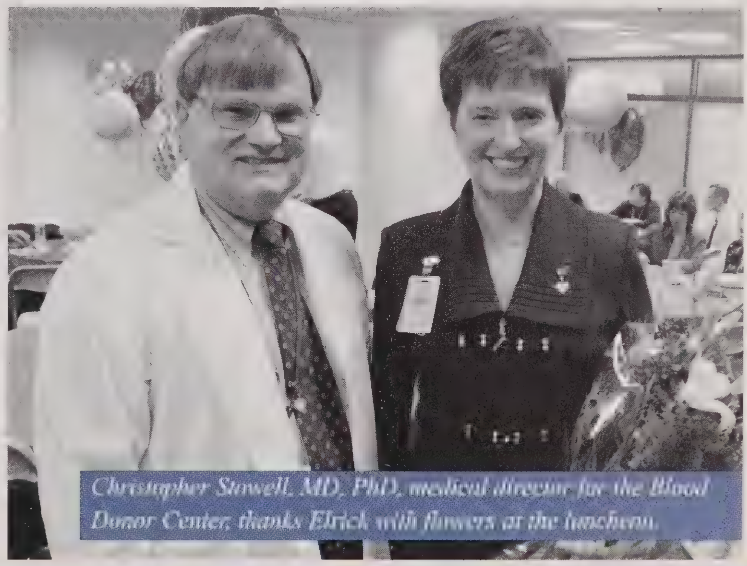
"I want to thank you all for your vigilance and dedication to donate blood time and time again," said Bill Hynes, administrative director for MGH Pathology. "I take comfort in knowing that, despite blood supply shortages that can happen during the year, we have a great group of people who make sure we have a safe blood supply for our patients."

The Blood Donor Center collects 50 to 60 percent of the hospital's blood supply – mostly from outside company blood drives with about 14 percent of that coming from employee blood donations. Even some former MGH employees remain dedicated to the MGH Blood Donor Center. A.R. Vivek, who recently retired from the Professional Billing Office at CNY, has given a total of 68 pints of blood during his career at the MGH and since his retirement. "I think it is so important to give blood for our patients," he said. "I hope more people will begin to donate, so that we don't have to go to outside sources."

Blood products that don't come from employee donations and company drives must be acquired from collection agencies such as the American Red Cross. The MGH must pay these suppliers a processing fee for each unit of blood that is purchased, making it a costly issue just to maintain the hospital's blood supply at a safe level.

"Every single donor is so important – especially our employees – who do it out of the goodness of their hearts," said Jean Elrick, MD, senior vice president for MGH Administration, who recently donated her 50th unit. "If we could get everyone who already donates to give blood just one more time each year, we wouldn't have to go outside of the hospital for blood supplies. Employee donations are so important to the hospital and for our patients."

For more information about how to donate, call the Blood Donor Center at (617) 726-8177. ●



Christopher Stowell, MD, PhD, medical director for the Blood Donor Center, thanks Elrick with flowers at the luncheon.

New director of Cardiovascular Research Center named

The MGH announced this week that Kenneth R. Chien, MD, PhD, will be joining the hospital next year as the new director of the Cardiovascular Research Center (CVRC). As a prominent physician-scientist from the University of California, San Diego (UCSD), Chien will lead the hospital's cardiovascular research efforts.

Chien graduated from Harvard in 1973 and went on to earn his medical degree and PhD from Temple University in Pennsylvania. After completing his internship, residency and cardiology fellowship training at the University of Texas Southwestern Medical School in Dallas, he joined the faculty of the UCSD Department of Medicine, Cardiology and the Center for Molecular Genetics in 1988. Currently, he is the director of the UCSD Institute of Molecular Medicine and holds the American Heart Association Endowed chair. He is a professor in the UCSD Department of Medicine and the Salk Institute and directs a UCSD-Salk Institute joint National Institutes of Health molecular medicine training program.

Chien has conducted pioneering research focused on molecular pathways of cardiac development and disease. His laboratory utilizes a combination of genetically engineered animal models, novel physiological assay systems and translational studies in patients with heart disease. His most recent work provides new insights into the regulation of pluripotent stem cells and the development of the right side of the heart.

Chien will begin to work with colleagues in the CVRC and the MGH community in January and will relocate his laboratory from San Diego into the new research building at Charles River Plaza once it is completed.

New Baby Safe Haven Law: How the MGH is responding

This past summer, Gov. Mitt Romney signed into law the Baby Safe Haven legislation that is intended to provide a safe alternative for parents who decide they cannot take care of a newborn baby and might otherwise abandon the child. The law requires all hospitals – acute care, inpatient rehabilitation and long-term acute care – as well as police departments and fire stations to act as a designated facility where parents may voluntarily abandon their newborn babies – 7 days old or younger – without fear of criminal prosecution. The law was put into effect Oct. 29.

The MGH is working with the Massachusetts Department of Social Services (DSS) to coordinate the proper procedures in the event a baby is relinquished at the hospital. In addition, the MGH has developed guidelines to follow if an infant is brought to the main campus or any of the health centers.

What to do if an infant is abandoned

- Any MGH employee who finds an abandoned newborn infant or is approached by a parent or guardian who wants to relinquish an infant under the Safe Haven Act should bring the infant (and parent, if willing) to the Emergency Department (ED).
- If the parent is unwilling to go to the ED, the MGH employee should thank the parent for bringing the infant to a safe place and ask if he or she would be willing to provide any information that would assist in planning for the future care of the child.
- The MGH employee should try to engage the parent in conversation by asking for the name of the newborn infant and the name and address of the parent if he or she is willing to give that information.
- If the parent still insists on leaving without going to the ED, the MGH employee should take the infant to the ED, where staff will document the information that was given by the parent, will conduct a medical exam of the baby and will contact DSS to begin the process of delivering the child into DSS custody.

For more information about the Baby Safe Haven Act, visit *www.babysafehaven.com*. For more information about how to respond to such a situation at the MGH, page the hospital's child protection consultation team at pager # 32728.

Women's health research database gets connected

The Women's Health Coordinating Council (WHCC) has launched a new website that will help clinicians find research related to the care of women at the MGH. Located at *http://is.partners.org/mghintranet/whcc/index.htm*, the site features a database to search for clinical studies that include women as part of the study population; relate to health issues experienced by women throughout their lifespan; or address specific health concerns of women.

"We're very excited about the database," says Karen Miller, MD, of the MGH Neuroendocrine Unit and a member of the WHCC's research committee that developed the site. "We hope it will be an excellent resource to raise awareness about the depth and breadth of women's health research at the hospital and to help clinicians identify researchers who may be recruiting patients for clinical trials related to women's health."

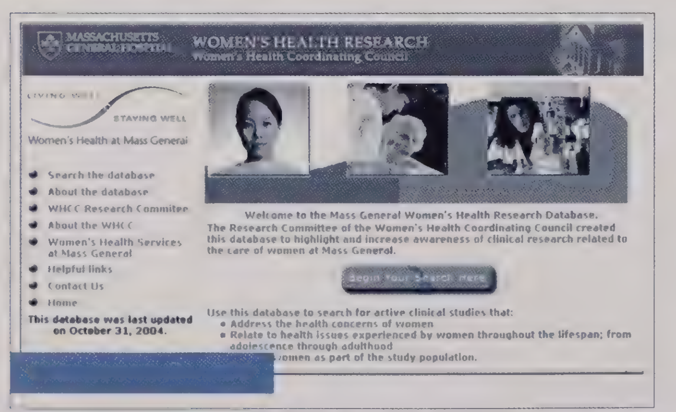
The site is an intranet site accessible only to Partners and MGH clinicians and employees, and it provides a snapshot of active clinical trials related to women's health. Users can search the database by researcher's name, area of clinical interest and by disease.

According to Miller, the site also provides collaborative opportunities for researchers. "I'm a researcher in the Neuroendocrine Unit, and if I were working on research that also involved brain function, I could search the database for active clinical trials that overlap with my research," she says.

Another example of how the database can benefit clinicians is the site's ability to search by disease type to find any clinical trial, which could benefit a primary care physician's patient with a recent diagnosis of breast cancer or other illness that predominantly affects women. The site also can be a resource for new trainees to learn more about research activities and can help clinicians develop ideas for research symposia about women's health issues.

"There is a great deal of clinical and research activity related to women's health here at the MGH, but it hasn't always been easy to find information about these activities," says Miller. "The goal of this site is to make the connections among investigators doing incredible work in an efficient and effective way. Ultimately, we hope this translates into better care for our patients."

The site also is linked from the "Research and Clinical Trials" and "Departments and Programs" sections of the MGH website. ●



This database was last updated on October 31, 2004.

Welcome to the Mass General Women's Health Research Database.
The Research Committee of the Women's Health Coordinating Council created this database to highlight and increase awareness of clinical research related to the care of women at Mass General.

Use this database to search for active clinical studies that:
- Address the health concerns of women
- Relate to health issues experienced by women throughout the lifespan; from adolescence through adulthood
- women as part of the study population.

ADVANCES

Study will identify lung cancer patients for Iressa treatment

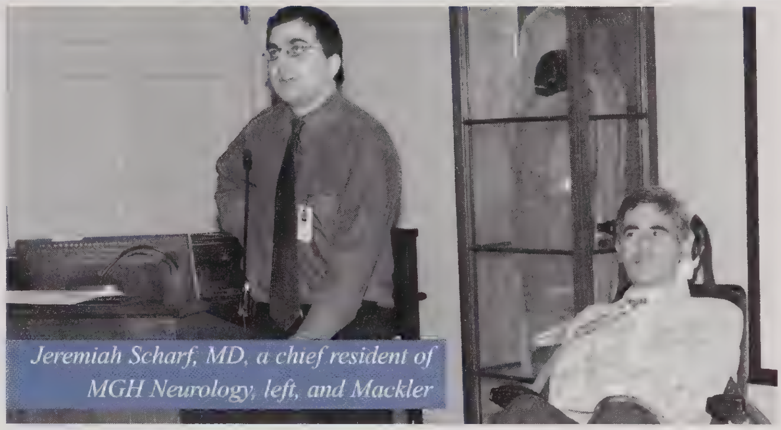
Earlier this year, MGH researchers announced their discovery of a genetic marker that could predict which lung cancers would respond to treatment with the targeted-therapy drug Iressa (gefitinib). Now the same team has launched a study using this marker to identify at the outset patients most likely to respond to the drug. The clinical trial is the first to use Iressa as an initial treatment for the most common and deadly form of the disease.

"The previous MGH study looked back at a few selected patients in an effort to correlate their response to Iressa with mutations in the drug's protein target," says Lecia Sequist, MD, of the MGH Cancer Center, who will lead the clinical trial under the direction of Thomas Lynch, MD. "Now we will prospectively try to determine the response rate to Iressa in patients known to have these mutations, further testing the principles discovered in the earlier investigations."

One of several new drugs that target the molecular activity underlying cancer development, Iressa disrupts the epidermal growth factor (EGFR) protein, which can stop the sequence of signals that can lead to malignant tumor growth. Despite the fact that early clinical trials found a significant response in only a few patients with non-small-cell lung cancer (NSCLC), Iressa was approved by the FDA in 2003 because there were no other treatment options. The MGH study discovered that specific mutations in the EGFR gene identified a subset of NSCLC that was sensitive to treatment with Iressa.

The new trial will enroll patients recently diagnosed with advanced NSCLC who have not yet received any treatment. Potential participants found to have the sensitizing EGFR mutations will receive Iressa as a first-line treatment, instead of after the failure of other therapies as is current practice. "We all know that cancer is different in different people and that no one treatment will work for everyone," says Lynch, who is principal investigator of the new study. "As one of the first attempts to 'personalize' cancer therapy, this trial will be a great step forward in matching treatments with the patients most likely to benefit from them."

Additional information is available by calling the MGH Cancer Center at (877) 726-5130 and inquiring about the TARGET trial.



Jeremiah Scharf, MD, a chief resident of MGH Neurology, left, and Mackler

Poignant grand rounds about ALS

Scott Mackler, MD, PhD, from the University of Pennsylvania School of Medicine, visited the MGH Dec. 9 and delivered a compelling joint presentation about ALS – amyotrophic lateral sclerosis – at Neurology Grand Rounds with Merit Cudkowicz, MD, of MGH Neurology. Mackler, who was diagnosed in 1999 with ALS, also known as Lou Gehrig's Disease, uses only his eye movements to communicate through an assistive technology device and still maintains his career and runs a basic science research lab. His presentation, entitled "Lessons from a neurodegenerative illness," provided the perspective of a physician and patient coping with ALS. Cudkowicz then followed with an update about therapeutic progress and challenges in ALS treatments. Later that day, Mackler also gave a neuroscience seminar about his research investigating molecular mechanisms of cocaine addiction at CNY. ●

Warm hearts donate warm clothes

Members of the MGH Patient Care Services Diversity Committee recently were contacted by Kathleen Healey, RN, of the MGH Chelsea HealthCare Center, who noticed several Chelsea area Somali Bantu refugee families had inadequate clothing for the harsh New England weather. Because chilly winters are unfamiliar and difficult for these families, the committee launched a one-time drive to collect gently used warm winter clothing.

Many departments pitched in to collect the clothes, including Nutrition and Food Services, which donated a conference room as headquarters to collect the items, and Materials Management, which provided a truck to transport the clothing to MGH Chelsea. Staff at MGH Chelsea then delivered the clothes to the homes of the Somali Bantu families in the area.

"It was a wonderful project with lots of spirit and caring behind it," said Mary Cunningham, director of Service Improvement and a member of the Diversity Committee. ●

MGHers generously donated warm clothing.

WHAT'S HAPPENING

Hotline schedule

The next *MGH Hotline* will be distributed Dec. 27. *Hotline's* regular schedule will resume Jan. 7. To submit story ideas, call (617) 726-2206, fax to (617) 726-7475 or send email to *Hotline@partners.org*.

MGH Chaplaincy holiday services

The MGH Chaplaincy will hold the following holiday services: The Holiday Songfest will be held Dec. 23, from noon to 1 pm in the Main Corridor, near the Blum Center; a Christmas Day service will be held Dec. 25 at 1 pm; and a special Buddhist meditation sitting will be held Jan. 1 at 5:30 pm. Roman Catholic masses will be held as regularly scheduled Dec. 24, 25 and 31 and Jan. 1 at 4 pm. All holiday services, except the songfest, will be held in the MGH Chapel on Ellison 1.

EAP seminar

The Employee Assistance Program (EAP) will hold the final meeting of 2004 for the elder care monthly series Dec. 28, from noon to 1 pm in the Trustees Room, Bulfinch 225A. Barbara Moscowitz, LICSW, an MGH geriatric social worker, will discuss long-distance care giving, family issues, care coordination and self care. The monthly meetings will continue in 2005. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

Winter 2005 computer training schedule

Partners Information Systems Training has released the Winter Computer Workshop training schedule for Microsoft Office 2000 applications. Classes will be held at the MGH Training and Workforce Development Office, 100 Charles River Plaza, second floor. Schedules, course descriptions and information about registration can be found at *http://is.partners.org/training* or by calling (617) 724-1240.

AMMP Martin Luther King event

The Association of Multicultural Members of Partners (AMMP) will sponsor "Living the Dream: A Tribute to the Life of Rev. Martin Luther King, Jr." Jan. 14, from 8 to 9 am in the East Garden Dining Room. The event will feature musical performances by Athene Wilson-Glover and Rollins Ross and personal reflections from MGH employees. For more information, call Shea Sherrod Asfaw at (617) 726-1281.

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IN GENERAL

Stephen Calderwood, MD, chief of the MGH Infectious Diseases Division, and **Bruce Walker, MD,** director of the Partners AIDS Research Center, have been named fellows of the American Association for the Advancement of Science. The fellowship recognizes those whose efforts advance science or its applications and are deemed scientifically and socially distinguished.

Patricia Donahoe, MD, of MGH Pediatric Surgery, has been named president-elect of the American Pediatrics Surgical Association (APSA). The APSA is a surgical specialty organization comprised of individuals who have dedicated themselves to the care of the pediatric surgical patient. Donahoe will take over as president in 2007.

Andrew Warshaw, MD, MGH surgeon-in-chief, recently was inducted as first vice president of the American College of Surgeons Professional Association (ACSPA). The ACSPA is a scientific and educational association of surgeons that was founded in 1913 to improve the quality of care for the surgical patient by setting high standards for surgical education and practice.

Everybody wins with CalStat

The next in the series of CalStat posters, which features some the winning units from the first and second quarters of the MGH Hand Hygiene Clean Sweepstakes, soon will be distributed throughout the hospital.

The posters – which feature employees from Bigelow 9 and 13, Blake 12, Ellison 6, 7, 9, 16, 17 and 19, and White 8, 11 and 12 – remind MGHers about the importance of proper hand hygiene.

The STOP (Stop Transmission of Pathogens) Task Force and the featured employees feel strongly about the message of practicing good hand hygiene before and after patient contact by using CalStat, the waterless hand disinfectant available throughout the hospital.

For more information about the STOP Task Force, call the Infection Control Unit at (617) 726-2036.

EVERYBODY WINS
ON BIGELOW 9
they use Cal Stat before and after patient care.
A message brought to you by the MGH STOP Task Force.
Working together to Stop Transmission Of Pathogens.

December 27, 2004

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Walking in a winter wonderland . . .

The usual hustle and bustle of a busy hospital setting was briefly interrupted last week with brightly decorated hallways, festive holiday music and delicious refreshments as the MGH celebrated the holiday season with three parties hosted by Peter L. Slavin, MD, president of the MGH. Day-shift employees gathered in the WACC lobby Dec. 16 to enjoy the festive celebration. And later that day, evening-shift employees celebrated in style in the Main Corridor near Coffee Central. CNY employees gathered Dec. 15 to celebrate the season in the Building 149 Atrium. ●

Summer treats turn in to holiday toys

This past summer, the smell of baked goods wafted through the streets near the Comer family beach house. Carina Comer *(above),* a 12-year-old former patient of the MGH, baked these goodies with her mother to raise more than $400 in a neighborhood bake sale. With this money, Comer purchased stuffed animals, books, books on tape, dolls and travel games. But instead of keeping the gifts for herself, Comer brought them to the MGH's Northeast Proton Therapy Center (NPTC) Dec. 16 and gave some of the presents to children in the waiting room. Comer also did a bake sale and tag sale last year and sent three boxes packed with toys to the hospital for children undergoing chemotherapy and radiation. "I know what it feels like to be stuck in the hospital," says Comer.

The remainder of the presents will be given to children who visit the NPTC for an appointment throughout the holidays.

"Carina truly wants and loves to do this," says Karin, Carina's mother. "It truly comes from her heart."

MGHers show holiday kindness

Judy Tarselli, RN, of MGH Infection Control, doesn't feel like she has done anything special. But for a distraught couple who lost $700 in a missing wallet, Tarselli is an angel.

Tarselli discovered the lone wallet Dec. 11 when she was riding the commuter rail home to North Attleboro. She looked inside and found the money and a senior citizen's ID card. Wanting to make sure the wallet got back to its rightful owner, Tarselli gave the wallet to MGH Police and Security staff, who in turn gave it to MBTA officials. Tarselli also gave a special gift to the owner – a fanny pack to keep the wallet safe in the future.

It came as quite a surprise to Valentina Vaysgant, a 72-year-old Russian immigrant, when she was contacted by the MBTA that her wallet had been found and returned with the cash from her Social Security check still there. Vaysgant and her husband, Alfred, had not reported the wallet missing, but instead had simply prayed for its safe return. They were so grateful that their prayer had been answered that they paid a special visit to the MGH last week to thank Tarselli and Police and Security staff *(pictured below).* ●

Santa treated and released

Santa Claus became an outpatient at the MGH Dec. 21 when he received treatment for real-life, non-threatening wounds on his hands caused by "reindeer antlers." Mr. Claus, known by friends and family as George Murphy, has been donning his Santa suit for the city of Boston for 30 years. Murphy's day job is captain of the Department of Health and Hospitals for the city of Boston.

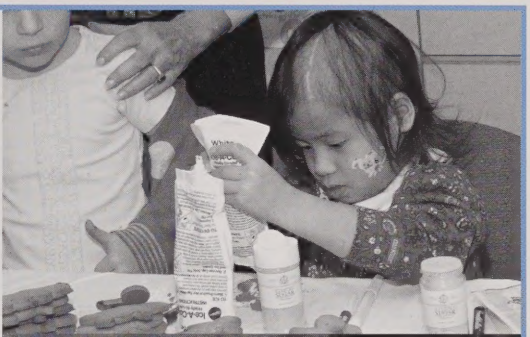
From left, Sheila Emmanuel, Virginia Capasso, PhD, APRN, and Katherine Hurley, RN, BSN, of the MGH Wound Center, tend to Santa's medical needs.

Starlight Starbright spreads holiday cheer tonight

Starlight Starbright Children's Foundation – dedicated to brightening the lives of seriously ill and hospitalized children and their families – brought joy and smiles to MassGeneral Hospital for Children by sponsoring two special visits this holiday season.

Stephanie Sokolove, restaurant owner and executive chef of Stephanie's on Newbury St., shared her talents Dec. 9 with patients on Ellison 17 and 18 and helped decorate holiday cookies *(top photo)*. Sokolove came with snowflake, gingerbread and tree cookies with different toppings, including frosting, sprinkles and candies. A magician and a face painter accompanied Sokolove to entertain the patients.

Teddy bears also brightened the hospital stays of children during the holidays courtesy of the Teddy Bear Delivery Program. Lauren Fox, a 13-year-old fundraiser, raised more than $1,000 from donors sponsoring new teddy bears. While most of the teddy bears are shipped directly from the foundation to hospitals throughout New England, Lauren made a special delivery to the MGH Dec. 21 *(bottom photo)*. She arrived at the hospital, teddy bears in tow in a Radio Flyer wagon and handed them out to young inpatients.



Holidays around the world

Sleigh bells were ringing and jingles were jangling Dec. 9 as members of the MGH Patient Care Services (PCS) Diversity Steering Committee showcased table displays for the annual "Holidays Around the World" celebration in the Main Corridor.

Festive tables representing Hannukah, Kwanzaa, Winter Solstice, Christmas and Chinese New Year as well as Deepawali, which is the festival of lights celebrated in India; and Eid ul Fitr, which marks the end of fasting during Ramadan; lined the hallway offering information about each celebration.

The event also highlighted the committee's coordination of traditional gift giving to families in need from the MGH's HAVEN – Hospital's Helping Abuse and Violence End Now – program. The gifts were donated by MGH employees and volunteers.

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WHAT'S HAPPENING

Blood Donor Center raffle

Any blood donor who gives blood at the MGH Blood Donor Center or the MGH Bloodmobile until Jan. 14 will be entered into a drawing for two free airline tickets courtesy of JetBlue Airlines. JetBlue offers service out of Boston's Logan Airport to a variety of destinations including multiple places in Florida and California, Las Vegas, Puerto Rico and the Dominican Republic. For more information about the promotion or to schedule an appointment, call (617) 726-8177.

CNY blood drive

MGH employees working at CNY are invited to participate in a blood drive Jan. 5, from 8:30 am to 2 pm. The MGH Bloodmobile will be located on Thirteenth St., between Building 149 and the garage. For more information or to make an appointment to donate, call Susan Murphy at (617) 724-6518 or send e-mail to *smurphy4@partners.org*.

MGH Parking Office notice on garage repairs

Repairs to the Fruit and Parkman Street garages will be performed this week. Vehicles will be able to exit at any time. Entrance to the garages will be restricted to the following schedule: One half of the Fruit Street garage will close at midnight Dec. 26, after the arrival of the night shift. The entire Fruit Street garage will close at midnight Dec. 27. One half of the Parkman Street garage will close at midnight Dec. 28. The entire Parkman Street garage will close at midnight Dec. 29. Evening- and night-shift staff should use their access cards in either the Fruit or Parkman Street garages. Should space be unavailable, evening- and night-shift employees may park in the Yawkey garage by pulling a ticket and showing their MGH ID badge to the cashier with their ticket upon exit. For more information, call the MGH Parking Office at (617) 726-8886.

Ethics Task Force forum

The MGH Ethics Task Force will sponsor "Family Presence During Resuscitation: Exploring the Practice From an Ethical Perspective" Jan. 14, from noon to 1 pm in the Walcott Conference Rooms. Speakers will include Patricia Mian, RN, MS, and Susan Warchal, RN, both of MGH Emergency Services. For more information, send e-mail to *Erobinson1@partners.org*.

Martin Luther King Day events

The Association of Multicultural Members of Partners (AMMP) will sponsor "Living the Dream: A Tribute to the Life of Dr. Martin Luther King, Jr." Jan. 14, from 8 to 9 am in the East Garden Dining Room. The event will feature musical performances by Athene Wilson-Glover and Rollins Ross and personal reflections from MGH employees. For more information, call Shea Sherrod Asfaw at (617) 726-1281.

Partners HealthCare will sponsor "A Celebration of the Legacy of Dr. Martin Luther King, Jr." Jan. 28, from 9 to 10 am in the O'Keeffe Auditorium, featuring Alvin F. Poussaint, MD, an author, psychiatrist, educator and respected social critic. A reception will immediately follow in the Trustees Room. Admission is free, and no tickets are required. Seating is first come, first serve. For more information, call (617) 724-3963.

History of Radiation Oncology Department

Herman Suit, MD, of the MGH Radiation Oncology Department, will give a lecture titled "The History of the MGH Radiation Oncology Department: Part I, up to 1900" Jan. 4, from 5 to 6:30 pm in the Ether Dome.

Submit news tips and story ideas to the *MGH Hotline*

Contact Victoria Brady, editor, at (617) 724-6433; or
Amy Moquin, assistant editor, at (617) 724-2753;
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Nutcrackers want protection from the flu too

The holiday season brings lots of parties and gatherings, but it also brings people with colds and the flu into close contact with one another. In an effort to help prevent the spread of these illnesses, the MGH Walk-In Clinic is encouraging patients with a cough to wear a face mask while in the hospital. To draw attention to this message and celebrate the holidays at the same time, the Walk-In Clinic has displayed three nutcrackers with one of them proudly wearing a face mask.

From left, Walk-In Clinic staff Amelia Roches, Cynthia Israel, Lisa DiTrapano and Rosemary Kennedy.